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

Program or Unit Mission Statement

The mission of the University Center is to provide Kaua'i residents access to bachelor and graduate degrees, as well as local support services to help students reach their educational goals through distance learning.

Part I. Program Description

Date of Last	2017
Comprehensive	
Review	
Date Website Last	20 November 2018
Reviewed/Updated	
Target Student	University Center Distance students
Population	
External Factor(s) that	Part-time UHWO Liaison position ended in October 2017.
Affected the Program	
or Unit	Number of degrees awarded through the UC may be affected by graduation "off-years" within cohort groups and/or a shift towards part-time education which often correlates with low unemployment rates.
	Originating institutions not always prompt in providing accurate enrollment lists

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

Part II. Analysis of Quantitative Indicators

	2015-2016	2016-2017	2017-2018
Job Demand	78*	308**	328***
Management Occupations (111011-119199)	40*	118**	125***
Business and Financial Operations Occupations (131071-132082)	12*	52**	58***
Computer and Mathematical Occupations (151021-151099)	0	0	0
Community and Social Services Occupations (211012-211092)	4*	31**	34***
Education, Training, and Library Occupations (251099-259099)	22*	107**	111***

^{*}Emsi Q1 2017 February 2017 Data Set

(Emsi Q2 data set will be the standard going forward)

	2015-2016 ^{1, 2}	2016-2017	2017-2018
Demand			
Initial Contacts (Unduplicated first contacts)	228	348	379
Number of successive contacts	309	247	450
Number that applied to programs	60	61+5 wgu = 66	76+8 wgu = 84

^{**}Emsi Q3 2017 September 2017 Data Set

^{***}Emsi Q2 2018 June 2018 Data Set

Number of Students in UC programs (unduplicated by term)	318	246*	285*
 Hilo Leeward Manoa WOA 		5 11 95 135	14 18 117 136
Number of Students in UC Programs (unduplicated by fiscal year) Hilo Leeward Manoa WOA		132 3 8 46 75	144 5 12 54 73
Total Number of students in WGU	8	17	9
Number of Students in Distance Learning Non-Degree Seeking Programs		36	25
Total Attempted SSH for Students in UC Programs		2037	2246
Total Earned SSH for Students in UC Programs		1871	2030
Average Earned Credits for Students in UC Programs (Annual)		Annual 8 Summer 5 Fall 8 Spring 8	Annual 7 Summer 6 Fall 7 Spring 7
% Successful SSH for Students in UH Programs		92%	90%
Number of students enrolled in onsite classes (ssh)	129	KCC/MCC 84 UC 19	KCC 0 UC 66
Efficiency			
Average class size (onsite)	3	KCC 7 UC 1	KCC 0 UC 2
Room usage/class meetings (ITV, Polycom classes, onsite classes)	469	KCC 448 UC 120	KCC 0 UC 205
ITV/Polycom classes only	15	KCC/MCC 4 UC 5	KCC 0 UC 8

13	KCC/MCC 1 UC 4	KCC 0 UC 5
2	KCC 3 UC 1	KCC 0 UC 3
1	0	4
41	35	33
92%	93%	91%
26	33	39
0	0	1
3	3	1
7	5	10
3	1	2
2	1	1
4	4	2
0	0	1
3	4	2
0	0	2
2	5	4
0	0	1
0	2	1
1	2	0
	2 1 41 92% 26 0 3 7 3 2 4 0 3 0 2 0 0	13 UC 4 2 KCC 3 UC 1 1 0 41 35 92% 93% 26 33 0 0 0 3 3 3 7 5 3 1 2 1 4 4 0 0 0 0 3 4 0 0 2 5 0 0 0 0

MSW	1	2	0
Post Bacc, Special Ed	0	1	7
Post Bacc, Secondary Ed	0	0	2
DNP	0	2	1
GCERT COLT	0	0	1
SC-SAAS	0	1	0
TOTALS	26	33	39

^{*}excluded non-UC programs from UHM Outreach College Enrollment

The Overall Program Health is healthy.

Demand

The trend over the past three years has been an increase in both initial and overall contacts. Contacts include those made at outreach and recruiting events (information sessions on campus, classroom visits, campus table, etc.), telephone or email inquiries, and in-person advising appointments at the University Center.

The number of students that applied to programs has increased by 27% in the past year, and 40% over the past three years. Hence, enrollment has steadily increased. The UC staff is working with the Institutional Researcher on improving our data collection methods and assessment metrics. A few of the improvements include reporting enrollment by term and by fiscal year, excluding students in non-UC degree programs, and identifying non-degree (ND) seeking students. The majority of students are enrolled at University of West Oahu (51%) and University of Hawaii Manoa (38%)

Efficiency

UH campuses continue to add distance programs that provide expanded education and career opportunities to Kaua'i residents and which appeal to our Kaua'i students, while meeting the demand in the job market. The three most popular programs offered through the University Center were Business Administration, Education, and Social Sciences. There were 39 graduates earned degrees in one of these fields. The UC anticipates greater occupational opportunities within the county once more CIP codes are used in labor market projections.

However, the number of programs facilitated by the UC has also declined to 33 from 41 three years ago, which may indicate a shift in the labor market or mirror the overall decline of UH students across the system. Programs with no degrees awarded during the past year were AA Teaching, AS Accounting, BEd Early Childhood and Early Childhood SPED (no cohort in Fall 2017), Masters of Computer Services, Masters of Early Childhood Education, Masters of Indigenous Language and Cultural Education, Masters

¹ Data glossary is located in Appendix 1

² Health call scoring rubric is located in Appendix 2

of Library Science and Information Services, Masters of Music Education, Masters of Nursing, and Masters of Social Work, PhD LTEC, PhD Nursing, and RN to BSN.

Effectiveness

There were 39 degrees awarded through the UC in 19 programs. Whereas compared to last year, there were 33 degrees awarded in 16 programs. The cohort nature of some of our graduate distance programs accounts for year-to-year fluctuations. Although the UC does not originate programs, KCC and the University Center provide support for students who are in these programs and make it possible for them to persist. The fall to spring persistence rate is maintained at over 90%. Two new SSH metrics were added which provide a very helpful indicator of student and program health. At the UC level, the attempted semester hours is 2246 (Total attempted SSH by student in UC program), while the earned semester hours is 2030 (Total earned SSH by student in UC program). The attempted/earned is 90% (% successful SSH credits for Students in UC Programs). This statistic is not only very helpful in showing SSH, but how students enrolled in distance education programs are succeeding in UC programs. Typically distance students are part-time due to work or personal obligations. The average earned credits for students in UC programs is 7 credits.

Weaknesses and Strengths

In summary, the University Center has continued to support Kauai County resident's higher education needs at the baccalaureate and graduate levels. Strengths of this unit are an increase in both initial and successive contacts this past year. The need for student support services for distance learning students clearly exists as the number of applicants and students are steadily increasing. Another strength of this unit is that we have maintained over a 90% persistence level for upper division majors over the past three years and there has been 100 UC graduates who have earned a bachelor's degree or higher through the UH System. An area to improve based on the CPR Cabinet Report recommendations is to identify new opportunities for outreach and recruitment activities with high schools, employers and the community. The UC staff is also working on developing and implementing a marketing plan for the UC in collaboration with the other UCs. Lastly, UC staff will continue to participate in distance learning training and/or conferences to keep up-to-date on best practices in the field.

Part III. Assessment Data (EP 5.202)

Assessment results for Program Service Outcomes (PSOs).

Report on survey results for the prior year.

- 1. List of the PSOs.
- 2. Indicate PSOs 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.

The University Center provides services and support that enables distance learning students to:

PSLO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Complete the application process successfully Assessment: number of students that applied to programs and are accepted	Y	The center helped 82 students successfully apply and register for upper division courses. This is slightly higher than the 72 students aided last year, but far exceeds our goal of 60 students	Identified and implemented a new MySuccess scheduling system to help increase accuracy	2018-2019
Complete the registration processes annually Assessment: Number of students who register each semester	Y	There were 285 students in upper division distance programs (unduplicated by term), an increase of 19% Number of Students in UC Programs (Unduplicated by Fiscal Year) was 144, an increase of 11% Number of Students in Distance Learning Non-Degree (ND) Seeking Programs is 25	Our staff reached out to 25 Non-degree seeking students by assisting them to develop and pursue an educational goal	2018-2019
Develop an educational goal and pursue it Assessment: Persistence rates and number of degrees and certificates earned	Υ	The Fall to Spring persistence rate is 91% and meets our goal of maintaining a 90% persistence rate. We had a total of 39 graduates, an increase of 18%, in 19 programs.	Identified and implemented a new MySuccess scheduling system to help track the progress of the UC students more consistently and coordinate	2018-2019

			academic	
			support services	
Succeed in their	Υ	The NSO	Student	N/A
courses by		attendees was	orientation	
providing services		83, an increase of	attendees	
such as the KCC		61 from last year	increased in the	
Distance			past year with the	
Education Student		Orientation will	addition of the	
Orientation and		no longer be a	fully online KCC	
general advising.		function of the	distance	
Assessment:		UC beginning Fall	education student	
Number of NSO		2018.	orientation that	
attendees and		Initial contacts	was implemented	
number of initial		were 379, an	in Spring 2018.	
contacts.		increase of 9%		

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

Action Plan	Anticipated Outcome	Actual Outcome
Increase students who apply to a	Greater than 60 students apply to	74 applied + 8 WGU = 82
program by greater than 60	UC programs and greater than 246	
students and enrollments to	students enroll into programs.	285 students enrolled in UC
greater than 246, thru:	1) Outreach and recruitment	programs
1) outreach and recruitment	activities:	Outreach and recruitment
activities: information sessions,	a. Offer information sessions 4	activities attended by staff:
workshops, College and Career	times a year.	a. Information sessions on
Fairs, Job Fairs, Transfer Day,	b. Conduct workshops at least 2	campus - 8
Connect with KCC portion of NSO	times a semester (Never Cancel	b. Workshops - 3
and Enrollment Days, campus	Class program at KCC and	c. College & Career Fairs- 1
table, classroom visits, DL	community workshop)	d. Job Fairs - 3
orientation, other campus	c. Attend College and Career Fairs	e. Transfer Day - 1
events, organization visits, AJC,	annually	f. NSO & Enrollment Days - 4
and other public events.	d. Participate in Job Fairs 2 times a	g. Campus table - 10
2) Conduct <u>UC Student Survey</u>	year (KCC and County)	h. Classroom visits - 6
annually during the Spring	e) Participate in Transfer Day	i. Other campus events - 4
semester.	event in the Spring semester	j. Off-campus events - 3
3) Conduct Workforce	f. Volunteer at Connect with KCC	k. DL orientation - 2
Development survey once every	portion of NSO and Enrollment	
2 years.	Days	
4) Create new flyers to market	g. Staff information table on	
UC programs and order promo	campus 2-3 times a semester	
items (swag)	h. Offer classroom presentations	
5) Maintain and update website	at least 4 times a semester	
	i. Participate in Other Campus	
	Events	
	j. Off-campus events	

	k. DE Orientation	
	2) Conduct UC Student Survey annually with a 15% response rate. 3) Conduct Workforce Needs survey once every 2 years 4) Create new flyers to market UC programs and order promo items (swag)	17% (20) of UC students completed the <u>UC student</u> survey in AY 2017-2018 41 employers completed the 2018 Workforce Needs survey Updated UC flyer and ordered swag
	5) Maintain and update website	
		Updated website weekly
1) Integrate MySuccess scheduling system to more effectively track contacts and monitor progress of students	Increase initial contacts by greater than 348 (unduplicated first contacts)	Initial contacts increased to 379
a) Schedule, record, and track appointments daily	Increase successive contacts by greater than 247	Successive contacts increased to 450
b) Schedule group sessions/group events and sign up students each semester		
c) Create, implement, view, update, close, and track success plans daily		
2) Improve access to student		
support services to help UC		
students succeed.		
a) Develop a process to		
identify UC students at-		
risk (e.g. flags, gpa). b) Follow-up and support		
students		

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

None

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 \ast in this section.

Goal/Strategic Goal or Priority**	Achieved (Y or N)?	Benchmark	Desired Outcome	Actual Outcome	Unit of Measure
To provide access to appropriate higher education opportunities to Kaua'i residents To promote lifelong	Y	60	More than 60 students apply	Annual number of students who apply through the UC was 82 We were not able to establish website queries benchmark	Number of students who apply through the UC
learning 1, 2, 4, 5, 6, 8, 10, 12, 14, 20		Establish website queries benchmark	None established	Per the Webmaster, at this moment we don't have enough data. The Google analytics were set 2 months ago. We don't have any data from the old site	Number of website hits
To provide academic support for	Y	348	More than 348 initial contacts	379 Initial contacts	Initial contacts
distance learning		247	More than 247 successive contacts	450 Successive contacts	Successive contacts
1, 2, 3, 4, 6, 7 10, 13, 20		90%	Persistence rate of 90%	Persistence rate 91%	Persistence rate
		31	More than 31 graduates	38 graduates	Graduates
To provide access to appropriate higher education	Y	30	30 programs facilitated More than 130	33 Programs facilitated	Programs facilitated (above certificate)
opportunities		130	registrants	144 registrants	

to Kauaʻi residents				Registrants (unduplicate d by FY).
To promote lifelong learning	348	More than 348 initial contacts	379 Initial contacts	Initial contacts
	KCC 84 UC 19	More than KCC 84 UC 19 ssh	Students enrolled in onsite classes	ssh (onsite
1, 2, 4, 5, 6, 8, 10, 12, 13, 14, 20		OC 19 2211	(ssh) is KCC 0 UC 66	classes)
	31	Greater than 31 graduates	38 graduates	graduates

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

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

*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
To provide access to appropriate higher education distance	1, 2, 4, 5, 6, 8, 10, 12, 14, 20	60	Increase number of students applying by 15%	Number of students applied	Year 1 (2017-2018)
learning programs to Kaua'i residents		N/A	Establish website queries benchmark	Website hits	Year 2 (2018-2019)
To provide academic support for distance learning	1, 2, 3, 4, 6, 7, 10, 13, 20	350	Increase initial contacts by 10%	Initial contacts	Year 1 (2017-2018)
programs		300	Increase successive contacts by 10%	Successive contacts	Year 2 (2018-2019)

					1
		90%	Maintain 90% persistence rate	Persistence rate	Year 3 (2019-2020)
		2037	Increase SSH earned by 15%	SSH earned	Year 3 (2019-2020)
		90%	Increase successful SSH for students in UC Programs by 15%	% Successful SSH	Year 3 (2019-2020)
		30	Increase graduates by 15%	Graduates	Year 5 (2021-2022)
To provide access to	1, 2, 4, 5, 6, 8, 10, 12, 13, 14, 20	30	More than 30 programs	Programs facilitated	Year 4 (2020-2021)
appropriate higher education distance learning	n	130	Increase registrants by 15%	Registrants	Year 2 (2018-2019)
programs to Kauaʻi residents		350	Increase initial contacts by 10%	Initial contacts	Year 1 (2017-2018)
		30	Increase graduates by 15%	Graduates	Year 5 (2021-2022)

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 b	eing requested, p	lace an "X' here.	X
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APPENDIX 1

2019 ANNUAL REPORTS OF PROGRAM DATA

UNIVERSITY CENTER SCORING RUBRICS

Numbers in parentheses refer to the data elements of the UHCC Annual Reports of Program Data.

Area	Benchmark	Scoring
DEMAND	2=350 or more;1= 265 to 349; 0= less	2 = Healthy
Initial Contacts (Unduplicated first contacts)	than 265	1 = Cautionary 0 = Unhealthy
Number of successive contacts	2= 350 or more; 1= 275 to 349;0=less than 275	
Number of Students in UC Programs (unduplicated by fiscal year)	2= 145 or more; 1= 132 to 144; 0=less	
Hilo Leeward	than 132	
• Manoa		
• WOA		
EFFICIENCY		2 = Healthy
Number of programs facilitated (above certificate)	2= 35 or more; 1= 30 to 34; 0=less than 30	1 = Cautionary 0 = Unhealthy
EFFECTIVENESS		2 = Healthy
Persistence of upper division majors	2= 93% or more; 1= 90% to 92%;	1 = Cautionary
(300+) from Fall to Spring (certificates are	0=less than 90%	0 = Unhealthy
included if they have UD coursework e.g.		
PCERT, CO=TTE, CO-TCH)		
Degrees Awarded (Fall & Spring) through	2 40	
the University Center	2=40 or more; 1= 26 to 39; 0=less than 26	

APPENDIX 2

Annual Report of University Center Data Glossary 2018

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Data Glossary 2018	14			
Demand Indicators				
Initial Contacts (Unduplicated first contacts)	15			
2 – Number of successive contacts	15			
3 – Number that applied to programs	15			
4 – Number of Students in UC programs (unduplicated by term)	15			
6 – Total Number of students in WGU	15			
7 – Number of Students in Distance Learning Non-Degree Seeking Programs	15			
8 – Total Attempted SSH for Students in UC Programs	16			
UC Program Major total number of semester hours the student is taking by term	16			
9 – Total Earned SSH for Students in UC Programs	16			
10 – Average Earned Credits for Students in UC Programs (Annual)	16			
Earned credits divided by Attempted Credits. Both annual and by term is provided.	16			
11 – % Successful SSH for Students in UH Programs	16			
Earned credits divided by Attempted Credits.	16			
12 – Number of students enrolled in UC onsite classes (ssh)	16			
Efficiency Indicators	16			
1 – Average class size (onsite)	16			
Effectiveness Indicators	17			
1 – Persistence of upper division majors (300+) from Fall to Spring (certificates are incl				
if they have UD coursework e.g. PCERT, CO=TTE, CO-TCH)	17			
2 – Degrees Awarded (Fall & Spring) through the University Center	17			

Demand Indicators

1. Initial Contacts (Unduplicated first contacts)

Data Source: MySuccess scheduling and tracking system report.

Definition/Description

Initial contacts are when we meet a prospective student for the first time.

2. Number of successive contacts

Data Source: MySuccess scheduling and tracking system report.

Definition/Description

Successive contacts are when UC staff meet with a student more than once.

3. Number that applied to programs

Data Source: ODS - ACADEMIC_STUDY.CATALOG_ACADEMIC_PERIOD if null IRO_BASE.FIRST_TERM_ACAD_HIST_CAMP is used Western Governors University

Definition/Description

Number of students that applied to UC programs + WGU students.

4. Number of Students in UC programs (unduplicated by term)

Data Source: ODS - IRO_BASE Distinct count of students by campus with KAU only Address and online courses at other campuses or MST_GENERAL_STUDENT distinct count of students with KAC site code (to identify WOA students) for each active student term

Definition/Description

Student count of UH Hilo + LCC+UH Manoa+UHWO by term.

5. Number of Students in UC Programs (unduplicated by fiscal year)

Data Source: ODS - IRO_BASE Distinct count of students by campus with KAU only Address and online courses at other campuses or MST_GENERAL_STUDENT Distinct count of students with KAC site code (to identify WOA students) for each active student fiscal year

Definition/Description

Student count of UH Hilo + LCC+UH Manoa+UHWO by fiscal year.

6. Total Number of students in WGU

Data Source: Western Governors University

Definition/Description

Total number of students from Kauai County that attended WGU in the Summer, Fall, and Spring semesters.

7. Number of Students in Distance Learning Non-Degree Seeking Programs

Data Source: ODS - IRO_BASE Distinct count of students by campus with KAU only Address and online courses at other campuses or MST_GENERAL_STUDENT distinct

count of students with KAC site code (to identify WOA students) for each active student term for non-classified students to serve as UC student pipeline

Definition/Description

8. Total Attempted SSH for Students in UC Programs

Data Source: ODS - IRO_REGS.SH_TAKEN

Definition/Description

UC Program Major total number of semester hours the student is taking by term

9. Total Earned SSH for Students in UC Programs

Data Source: ODS - IRO_REGS.SH_EARNED

Definition/Description

UC Program Major total semester hours awarded for the class, depending on the grade awarded in the class by term

10. Average Earned Credits for Students in UC Programs (Annual)

Data Source: 9 – Total Earned SSH for Students in UC Programs / 4 – Number of Students in UC programs (unduplicated by term) or 9 – Total Earned SSH for Students in UC Programs / 5 – Number of Students in UC programs (unduplicated by fiscal year)

Definition/Description

Earned credits divided by Attempted Credits. Both annual and by term is provided.

11. % Successful SSH for Students in UH Programs

Data Source: 9 – Total Earned SSH for Students in UC Programs / 8 – Total Attempted SSH for Students in UC Programs

Definition/Description

Earned credits divided by Attempted Credits.

12. Number of students enrolled in UC onsite classes (ssh)

Data Source: Media Services

Definition/Description

These UC students are attending classes via videoconferencing, onsite classes, or itv. The number of students should be multiplied by the number of credits for the class to get SSH so 20 students x3 credits = 60 ssh.

Efficiency Indicators

1. Average class size (onsite)

Data Source: Media Services

Definition/Description

Average number of UC Students in itv/polycom courses here at KCC.

2. Room usage/class meetings (ITV, Polycom classes, onsite classes)

Data Source: Media Services

Definition/Description

Room usage (class meetings) for ITV, Polycom, and 4-year onsite classes (students X number of class meetings each semester).

ITV/polycom classes only - Sum of the two lines below

Number of onsite classes ITV

Number of onsite classes Polycom

Number of 4 year onsite classes

3. Number of programs facilitated (above certificate)

Data Source: ODS - IRO_BASE.NR_PROGRAM_DESC

Definition/Description

Number of UC programs that Kauai students are enrolled in.

Effectiveness Indicators

1. Persistence of upper division majors (300+) from Fall to Spring (certificates are included if they have UD coursework e.g. PCERT, CO=TTE, CO-TCH)

Data Source: ODS - FLUHARTY.UC_LIST.BANNER_ID Fall to Spring Comparison for students with IRO REGS.CRS LEVEL IRO IN ('UPPER DIVISION', 'GRADUATE LEVEL')

Definition/Description

Compare the Fall students with the Spring students. See how many students dropout of fall, subtract from total Fall count.

Fall count - attrition = numerator

Fall count = denominator

Excludes NDS enrollments and students that graduated Fall term from the denominator. Certificates are included if they have UD coursework. i.e. PCERT, CO-TTE, CO-TCH,

2. Degrees Awarded (Fall & Spring) through the University Center

Data Source: ODS - IRO DEGREE

Definition/Description

Total of all awards, same as last line. The next rows are filled with the UCs ongoing count of graduates.