University Center

ANNUAL
REPORT OF PROGRAM DATA
2021

UNIVERSITY *of* HAWAI'I®
KAUA'I
COMMUNITY COLLEGE

1. Program or Unit Description

Program or Unit Mission or Purpose Statement
Through comprehensive local student-centered support and advocacy for the higher
education needs of our communities, the University Center (UC) Kaua'i serves as a conduit
for equitable access to higher education opportunities through the University of Hawai'i
(UH) System.

What is the target student or service population?
All Kaua'i County community members interested in UH distance education (DE)
programs.

2. Analysis of the Program/Unit

Discuss the Program's or Unit's strengths and areas to improve in terms of Demand,
Efficiency, and Effectiveness based on an analysis of the program's Quantitative Indicators
or comparable unit-developed measures or program-developed metrics. Include a discussion
of relevant historical-trend data on key measures (i.e., last three years).

Demand
The trend over the last three years has been a decrease in initial and successive contacts
compared to 2019 pre-Covid19. Initial contacts decreased 20% from 2019 to 2020 and were
down 5% from 2020 to 2021. Similarly, successive contacts decreased 15% from 2019 to
2020 and declined 33% from 2020 to 2021. We will continue to monitor and evaluate if this
is a trend or a result of Covid19.

Initial contacts are when we meet with a prospective student for the first time and successive
contacts are when we meet with a student more than once. Students hear about the UC from
counselors, faculty/staff, UH Online, events, employers, friends, emails, and the website.
The UC uses initial contacts to infer education needs within the community. This may result
in better identification and tracking of UC DE students across multiple campuses from start
to completion.

All in-person advising appointments and walk-ins were shifted online due to the pandemic.
There were no in-person or walk-in appointments during the AY 2020-2021. The Ed
Specialist continued to meet with students on the telephone, via video conferencing (Zoom),
and/or by email. Reasons for appointments may include transfer advising, admissions
assistance, quick questions, and counseling/general concern.

The UC staff uses the STAR Balance scheduling system to schedule all student
appointments and to track students that we have seen. A goal of the UC is to develop a post-
appointment questionnaire to assign to students and gather data to improve support services
and better assist students.

The addition of the UH West Oʻahu (UHWO) representative complements our existing staff very nicely, by allowing us to respond to students more effectively and has allowed us to maintain contact with four-year students. Having on-campus support from our four-year campuses has proved invaluable for our students and staff. The representative tracks the number of students they assisted and this number is included in the total count. The UC and UHWO staff recorded a podcast together with our Marketing Department to promote the UC and UHWO DE programs. Also, we got to take part in a UHWO mini video series on the HĀ (breath) framework developed for students. We will continue ongoing collaboration with originating campuses.

An area of improvement has been to increase contacts by developing new ways to virtually promote the UC and recruit students interested in supported programs. We plan to work with our Marketing Department to promote UC on various social media channels in the Spring 2022 semester. We will continue to partner with KCC and originating campuses to publicize UH DE programs available to Kauaʻi residents and the community. UC website hits were slightly down from last year from 2639 to 2344.

The trend has been a gradual decrease in the number of students who applied to UC supported programs over the last three years. However, a significant change this year is the expansion of certificates and Associate's degree programs, which partly explains the increase from previous years. There is also a demand for online programs since the pandemic. On the other hand, the number of enrolled students slightly increased over the last three years. This is due to students persisting in programs. The number of enrolled students increased 34% from the prior year with the addition of the two-year programs. The distribution of enrollment in programs was Certificates (3%), Associate's (16%), Bachelor's (60%), Graduate and Post-baccalaureate Certificates (4%), Master's (16%), and Doctorate and Ph.D. (2%). There were 40 non-classified students enrolled in non-degree seeking programs who are not part of this distribution but are being tracked.

The UC staff worked with 16% of Kauaʻi students enrolled in UC supported programs, which is a new metric that we are tracking beginning in the AY 2020-2021. We project a gradual increase in the percent of students worked with over time. We will continue collecting student-level data in the STAR Balance scheduling system, which allows staff to track and monitor students receiving UC support services. UC staff may initially meet with a student but they may not enroll in a DE program for several years.

Programs that have more students across the 4-year campuses include Business, Education, Nursing, Public Administration, and Social Sciences. The addition of new programs such as Creative Media, Economics, Educational Administration, and Women, Gender, and Sexuality Studies boosted enrollment. The majority of students are enrolled at UHWO (47%) and Mānoa (47%).

We have updated our SSH metrics this year. The following new metrics are included in this APRU report: 1) SSH for students that are in UC supported programs not offered on Kauaʻi (Certificates, Associates, Bachelor's, Post-Baccalaureate, and Graduate degrees), and percent

of SSH for students UC worked with. 2) SSH for students that we recruit into KCC and percent of SSH for students UC worked with. These updated metrics allow UC to compare the grand total of SSH for all students with the SSH for Kaua'i students enrolled in UC supported programs not offered on Kaua'i. This gives us a better measure of the percent of credits Kaua'i has contributed to the overall SSH for the College and UC supported programs not offered on Kaua'i.

The grand total SSH for all students was 166,530 and 4235 SSH were Kaua'i students. That makes up 3% of credits for UC supported programs not offered on Kaua'i. We broke down the percent of credits by Certificates (4%), Associate's (1%), Bachelor's (4%), Post-Baccalaureate and Graduate Certificates (7%), Master's (4%), Doctorate and Ph.D. (2%) to further show the UC contribution.

The highest percent of SSH for Certificate programs was Substance Abuse Counseling, Hawai'i CC (17%), Teaching Special Education, Leeward CC (14%), and Disaster Preparedness, UHWO (67%). The highest percent of SSH for Associate's degree programs was Hawaiian Studies, Hawai'i CC (3%), Accelerated Online AA, Leeward CC (3%), and Information Computer Science-Software Developer Specialist, Leeward CC (3%). The highest percent of SSH for Bachelor's degree programs was General Business Administration, UHWO (18%), Elementary Education, Early Childhood SPED, Mānoa (12%), and Women, Gender, and Sexuality Studies, Mānoa (9%). The highest percent of SSH for Graduate and Post-Baccalaureate Certificates was Education Curriculum Studies-Literacy Leader (15%), Mānoa and Special Education, Mānoa (8%). The highest percent of SSH for Master's degree programs were Indigenous Language and Culture Education, UH Hilo (9%), Special Education, Mānoa (9%), and Human Resource Management, Mānoa (7%). Finally, the highest percent of SSH for Doctorate and Ph.D. programs was Doctor of Nursing Practice, UH Hilo (13%), and Learning Design and Technology, Mānoa (7%).

The students that the UC staff worked with make up 17% of total SSH for UC supported programs not offered on Kaua'i. The SSH percent of credits by Certificate and Degree Programs worked with were Certificates (42%), Associate's (13%), Bachelor's (20%), Post-Baccalaureate and Graduate Certificates (0), Master's (7%), Doctorate and Ph.D. (0). Furthermore, there was 14% SSH for students that we recruit into KCC. That is 2954 SSH of 20,851 grand total SSH for KCC this year.

Another new metric is the number of students the UC worked with that transfer from KCC into UC supported programs. This AY 2021, there were 79 (25%) students that transferred. The UC is supporting transfer advising, recruitment, and admissions into the 4-year. Our staff helps in getting the word out to students who may not have continued their education on their own. This shows our "value-added" to the College and UC supported programs not offered on Kaua'i.

Of note, the SSH for onsite classes has greatly decreased due to distance education programs going completely online as a result of the Covid-19 pandemic.

Efficiency
UH campuses continue to add DE 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. Overall job demand slightly increased over the last three years. The highest job demand continues to be in management, education, and business. In the last year, computer occupations have doubled.

The number of programs supported by the UC increased by 15% from 2018 to 2019, 9% from 2019 to 2020, and 31% from 2020 to 2021. This increase may be attributed to the addition of new UH DE programs and the growing demand for flexible online formats. Click here for a complete list of UH online/hybrid programs.

An area for improvement was identifying more meaningful efficiency metrics, as those currently reported were developed when distance courses were predominately offered by means other than the www. We met this summer with University Centers (West Hawai'i - Pālamanui and Maui) to re-evaluate efficiency metrics that we report in our annual program reviews for 2020-2021 and beyond.

Effectiveness
There were 46 degrees across 21 programs awarded to Kaua'i students, an increase of 15% over the last three years. This is a strength of the UC, as KCC is the only institution of higher education on the island with an Associate's degree as the terminal degree. Access to Bachelor's and Graduate programs offered throughout the UH system allows students to stay here and advance their educational attainment. There are some DE programs with no graduates over the last three years. These are typically new programs or programs with no students on Kaua'i. There were 15% of graduates who received some kind of support from the UC. Over the last three years, there has been a total of 129 students from Kaua'i who earned a Bachelor's degree or higher through a UH System DE program.

The UC is no longer tracking the persistence of upper-division majors from Fall to Spring, as 4-year campuses provide student support to ensure student needs are being met to reduce or eliminate barriers to persistence.

We plan on developing a standard UC Community Needs Assessment Survey for the three Centers that will help to determine what the gaps are to inform future actions.

Discuss significant program or unit actions (new certificate(s), stop outs, gain/loss of position(s), results of prior year's action plan, etc.). Include external factors affecting the program or unit.

The disruption of Covid-19 shifted all in-person advising appointments and walk-ins online adversely affecting the program contacts. As a result of the pandemic, all in-person outreach and recruitment activities were put on hold indefinitely, as we researched ways to

virtually promote the UC programs. Instead, staff met with prospective students via phone, Zoom, and email to talk about the UC.

A prior year's goal was to increase outreach and recruitment activities by partnering with KCC and originating campuses to publicize UH DE programs available to Kaua'i residents and the community. The staff conducted virtual classroom visits via Zoom. All information sessions hosted by the programs were held via Zoom. We promoted these events via word-of-mouth, email announcements, and event calendar. In addition to the podcast and video series with UHWO, we developed and distributed an E-newsletter, published a UH News article, updated the UC website and UH Online landing page, and promoted the 2020 Virtual UH Transfer Day event. We also donated 500 pieces of swag and volunteered at the 2021 drive-through Kaua'i Pride Parade. Go Pride!

A second goal was to re-evaluate efficiency metrics for 2020-2021 and beyond APRUs. This summer we met with UCs (West Hawai'i and Maui) to re-evaluate metrics that we report in our annual program reviews. The additional metrics that were developed are included in this report for the last academic year (2020-2021) and are indicated by two asterisks. One of the unit actions was working with the UH System IRAPO to get additional data (applied, enrolled, transfer, and SSH) on the students that we worked with. As mentioned earlier, the data identifies non-classified students and will serve as a UC student pipeline. Our staff is working on a way to track non-UH students we have worked with and reaching out to them as well.

A third goal of the UC was to increase collaboration with UHWO via a Title III grant to increase contacts and persistence. This past year, the UHWO representative explored new opportunities to connect with UHWO students and tracked those who need additional support by developing a General Business Administration cohort (5 seats) and providing in-person academic support groups. We were able to strengthen our relationship with UHWO through this collaborative grant and will continue to work toward increased contacts and support student success

We will continue to advocate for a statewide survey by the UH System to help drive future DE program development to meet current and emerging needs within the state and county. In the meantime, the UC Director has pursued an estimate and is moving forward to develop and implement a community needs assessment survey for the County, provided Chancellor and VCAS (Vice-Chancellor of Administrative Services) approvals.

Instructional programs must include ARPD health indicators with benchmarks to provide a quick view on the overall condition of the program; CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level.

Quantitative Indicators

Demand	2018	2019	2020	2021
Initial Contacts (Unduplicated first contacts)*	374	417	$264+68^a = 332$	$157+158^b = 315$
Number of Successive Contacts (more than once)*	451	496	$326+96^a = 422$	$155+128^b = 283$
Number that Applied to UC Supported Programs	76	66	62	114^c
Number of Students Worked With that Applied to UC Supported Programs**	N/A	N/A	N/A	18
Percent of Students Worked With that Applied to UC Supported Programs**	N/A	N/A	N/A	16%
Number of Students Enrolled in UC Supported Programs (Unduplicated by Fiscal Year)*	145	147	151	232^c
Number (Percent) of Students Enrolled in UC Supported Programs by Certificate and Degree Programs (Unduplicated by Fiscal Year)**				
Certificate Programs	N/A	N/A	N/A	8 (3%)
Associate's Degree Programs	N/A	N/A	N/A	35 (16%)
Bachelor's Degree Programs	N/A	N/A	N/A	140 (60%)
Post-Baccalaureate & Graduate Certificate Programs	N/A	N/A	N/A	9 (4%)
Master's Degree Programs	N/A	N/A	N/A	36 (16%)
Doctorate & Ph.D. Degree Programs	N/A	N/A	N/A	5 (2%)
Number of Students Enrolled in Distance-learning Non-Degree Seeking Programs (Unduplicated by Fiscal Year)	25	24	31	40^c
Number of Students Worked with Enrolled in UC Supported Programs**	N/A	N/A	N/A	34
Percent of Students Worked with Enrolled in UC Supported Programs**	N/A	N/A	N/A	15%
Number of Students that Transfer from KCC into UC Supported Programs**	N/A	N/A	N/A	79
Number of Students Worked With that Transfer from KCC into UC Supported Programs**	N/A	N/A	N/A	20

Demand	2018	2019	2020	2021
Percent of Students Worked with that Transfer from KCC into UC Supported Programs**	N/A	N/A	N/A	25%
Grand Total SSH for All Students in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees)**	N/A	N/A	N/A	166,530
SSH for Kaua'i Students in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Degrees)	2390	2625	3030	4235 [c]
Percent of SSH for Kaua'i Students in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees)**	N/A	N/A	N/A	3%
Percent of SSH by Certificate and Degree Programs for Kaua'i Students in UC Supported Programs not Offered on Kaua'i**				
Certificate Programs	N/A	N/A	N/A	4%
Associate's Degree Programs	N/A	N/A	N/A	1%
Bachelor's Degree Programs	N/A	N/A	N/A	4%
Post-Baccalaureate and Graduate Certificates	N/A	N/A	N/A	7%
Master's Degree Programs	N/A	N/A	N/A	4%
Doctorate and Ph.D. Degree Programs	N/A	N/A	N/A	2%
SSH for Students Worked With Enrolled in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees)**	N/A	N/A	N/A	718
Percent of SSH for Students Worked with Enrolled in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Degrees)**	N/A	N/A	N/A	17%

Demand	2018	2019	2020	2021
Grand Total SSH for KCC Students**	N/A	N/A	N/A	20,851
SSH for Students that we Recruit into KCC**	N/A	N/A	N/A	2954
Percent of SSH for Students that we Recruit into KCC**	N/A	N/A	N/A	14%
SSH of Students Enrolled in Onsite Classes	66	66	109	43 [c]
Efficiency	**2018**	**2019**	**2020**	**2021**
Average Class Size (onsite)	2	2	2	2
Room usage/class meetings (ITV, Polycom classes, Zoom classes**, 4-year onsite classes)	205	298	422	69
ITV/Polycom/Zoom Classes** only	8	11	18	8
Number of onsite classes ITV	5	11	18	0
Number of onsite classes Polycom	3	0	0	0
Number of Zoom classes**	N/A	N/A	N/A	8
Number of 4 year onsite classes	4	2	2	0
Number of UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees)*	33	39	43	62 [c]
Effectiveness	**2018**	**2019**	**2020**	**2021**
Number of Students who Graduate from UC Supported Programs - Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees (Fall and Spring)*	39	41	42	46 [c]
Number of Students Worked With who Graduate from UC Supported Programs Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees (Fall and Spring)**	N/A	N/A	N/A	7
Percent of Students Worked with who Graduate from UC Supported Programs - Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees (Fall and Spring)**	N/A	N/A	N/A	15%

*used in calculating health call metrics
**new metric beginning AY 2020-2021

[a] University of Hawai'i at Mānoa

[b] University of Hawai'i West O'ahu

[c] Included 4-Year and All UHCC DE Programs

Job Demand

YEAR	2018	2019	2020	2021
GRAND TOTAL	328	463	544	555
Management Occupations (CIP CODE 111011-119199)	125	144	175	168
Business and Financial Operations Occupations (131071-132082)	58	65	75	72
Computer and Mathematical occupations (151211-151299; 152011-152099)	9	16	15	30
Community and Social Services Occupations (211012-211092)	34	32	30	31
Education, Training, and Library Occupations (251099-259099)	111	144	212	200
Therapeutic Services (291141-291171)	27	62	51	54

3. Program Student Learning Outcomes or Unit/Service Outcomes

   a) List of the Program Student Learning Outcomes or Unit/Service Outcomes
   b) Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review.
   c) Assessment Results.
   d) Changes that have been made as a result of the assessment results.

1. Unit/Service Outcome 1: Complete the application process successfully. Assessment: Number of students who applied to programs and are accepted. Not Assessed.

2. Unit/Service Outcome 2: Complete the registration processes annually. Assessment: Number of students who registered each semester. Assessed.
- There were 230 students in UC supported programs (unduplicated by fiscal year).
- There were 40 students in distance learning non-degree seeking programs.
- There were 62 UC supported programs.
- Closed the Loop: The desired outcome far exceeds our goal of a 10% increase in registrants (164) for 2020-2021.

3. Unit/Service Outcome 3: Develop an educational goal and pursue it. Assessed.
- There was a total of 46 graduates, in 21 programs.
- Closed the Loop: This number is greater than last year and 15% over the last three years.

There were no changes made as a result of this assessment because these outcomes have remained relatively stable. Benchmarks will be established in the next CPR cycle in 2022 and PSOs (Program Service Outcomes) will be re-evaluated.

4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Comprehensive Review date. Be sure to focus on areas to improve identified in ARPD data, student learning or unit/service outcomes, results of survey data, and other data used to assess your program or unit. This plan should guide your program/unit through to the next program/unit review cycle and must detail measurable outcomes, benchmarks and timelines. Include an analysis of progress in achieving planned improvements.
* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Specify how the action plan aligns with the College's Mission and Strategic Plan.

Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Be sure to list resources that will be required, if any, in section 5 below.

* The action plan may be amended based on new initiatives, updated data, or unforeseen external factors.

a) Action plans implemented in 2020-2021
- **Goal 1** (aligns with Strategic Goals 1, 2, 4, 5, 6, 8, 10, 12, 13, 14, 20)**:** Increase outreach and recruitment activities.
- **Activity:** UC staff will partner with the KCC and originating campuses to publicize UH DE programs available to Kaua'i residents and the community.
- **Unit of Measure, benchmark, and goal:** Initial contacts, the number that applied to programs, and the number of registrants will be the units of measure. Initial contacts were

315, the number that applied to programs was 114, and the number of registrants was 230 this year, and the program goal is to increase initial contacts by 5% (349) **Not Met** due to Covid-19, the number of students applying by 10% (67) **Met**, and student enrollment by 10% (164) for 2020-2021 **Met**.

- **Closed the loop:** The expansion of certificates and Associate's degree programs this year has helped us to meet our applied and enrolled goals this year.

- **Goal 2** (aligns with Strategic Goals 1, 2, 3, 4, 6, 7, 10, 13, 20)**:** Re-evaluate efficiency metrics for 2020-2021 and beyond APRUs.
- **Activity:** Meet with University Centers (West Hawai'i and Maui) to re-evaluate efficiency metrics that we report in our annual program reviews for 2020-2021 and beyond APRUs.
- **Unit of Measure, benchmark, and goal:** Programs supported are the unit of measure. The programs supported were 62 this year, and the program goal is to maintain programs supported to more than 40, **Met**. Additional metrics will be developed and reported in the 2020-2021 APRU. **Met**
- **Closed the loop:** We reviewed all metrics this Summer (2021). The additional metrics are included in this annual program report for AY 2021 and are indicated by two asterisks. We worked with the UH System IRAPO to get additional data (applied, enrolled, transfer, and SSH) on the students we worked with on Kaua'i. We expanded to promoting Certificates and Associate's degrees not available on Kaua'i CC. Also, we requested data to identify non-classified students to serve as a UC student pipeline. We plan to develop a way to track non-UH students we worked with to outreach to them as well.

- **Goal 3** (aligns with Strategic Goals 1, 2, 3, 4, 6, 7, 10, 13, 20)**:** Increase collaboration with UHWO via Title III grant to increase contacts and persistence.
- **Activity:** Explore new opportunities to connect with UHWO students and track those who need additional support.
- **Unit of Measure, benchmark, and goal:** Initial contacts will be the units of measure. Initial contacts were 315, and the program goal is to increase initial contacts by 5% (349) **Not Met** due to Covid-19. We are no longer reporting persistence rates.
- **Closed the loop:** UC will continue to monitor and evaluate if this is a trend or a result of Covid-19. The UHWO representative explored new opportunities to connect with students and tracked those who needed additional support by developing a Business cohort and providing an in-person academic support group. The representative tracks the number of students they assisted and this number is included in the total count.

b) Action plans to be implemented in 2021-2022
Goal 1 (aligns with Strategic Goals 1, 2, 4, 5, 6, 8, 10, 12, 13, 14, 20)**:** Develop ways to virtually promote the UC and recruit students in programs.
- **Activity:** UC staff will partner with the KCC Marketing Department to promote UC on KCC social media channels in Spring 2022. Likewise, the UC staff will continue to partner with originating campus to publicize UH DE programs available to Kaua'i residents and the community.

- **Unit of Measure, benchmark, and goal:** Initial contacts, the number that applied to programs, and the number of registrants will be the units of measure. The program goal is to increase initial contacts by 5% (331) for 2021-2022.

- **Goal 2** (aligns with Strategic Goals 1, 2, 3, 4, 6, 7, 10, 13, 20)**:** As part of the Kūkulu A'e: Building Up and Out Title III grant, assist with the development of pathway maps into Kaua'i CC for two Associate degrees for Kaua'i High School and Waimea High School.
- **Activity:** Serve on development teams.
- **Unit of Measure, benchmark, and goal:** Pathway maps (from high school to KCC) will be the unit of measure. The program goal is to develop two pathway maps for Waimea High School and Kaua'i High School (2022-2023).

- **Goal 3** (aligns with Strategic Goals #). Identify the educational needs of the community.
- **Activity:** Develop and implement a standard community needs survey for the County.
- **Unit of Measure, benchmark, and goal:** Response rate will be the unit of measure. The program goal is to develop and implement the survey in Spring 2022 with a minimum of N=400 respondents.

c) **Date of next of the next Comprehensive Program Review (CPR) is** 2022

These goals and actions will guide the UC program until the next CPR by focusing on developing ways to promote the UC virtually; exploring new opportunities to collaborate with high schools and provide clear pathways from high school to distance education Baccalaureate programs, and; developing and implementing a community needs assessment survey for the Kaua'i County. As a result, there will be increased student contacts, applications, enrollment, SSH, graduates, and transfer. It will also help us to ensure the UC is being efficient in meeting the high-demand needs of the County.

5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial). *Note that CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.

Ⅹ **I am NOT requesting additional resources for my program/unit.**

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes.

Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

☐ **I am requesting changes to the SOC codes/occupations listed for my program/unit.**

APPENDIX 1

2021 ANNUAL REPORTS OF PROGRAM DATA

UNIVERSITY CENTER SCORING RUBRICS

Area	Benchmark	Scoring
DEMAND Initial Contacts (unduplicated first contacts)	2=350 or more; 1= 265 to 349; 0= less than 265	2 = Healthy 1 = Cautionary 0 = Unhealthy
Number of Successive Contacts (more than once)	2= 350 or more; 1= 275 to 349; 0=less than 275	
Number of Students Enrolled in UC Supported Programs (unduplicated by fiscal year) - Hawai'i - Hilo - Honolulu - Kapi'olani - Kaua'i - Leeward - Mānoa - Maui - West O'ahu - Windward	2= 145 or more; 1= 132 to 144; 0=less than 132	
EFFICIENCY Number of UC Supported Programs Not Offered on Kaua'i	2= 35 or more; 1= 30 to 34;	2 = Healthy 1 = Cautionary

	0=less than 30	0 = Unhealthy
EFFECTIVENESS Number of Students who Graduate from UC Supported Programs (Fall & Spring) - Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Certificates, and Graduate Degrees.	2=40 or more; 1= 26 to 39; 0=less than 26	2 = Healthy 1 = Cautionary 0 = Unhealthy

APPENDIX 2

Annual Report of University Center
Data Glossary 2021

Demand Indicators

1 - Initial Contacts (Unduplicated First Contacts)
Data Source: STAR Balance 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 (More Than Once)
Data Source: STAR Balance 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 UC Supported Programs
Data Source: UH IRAPO

Definition/Description

Number of students that applied to UC supported programs.

4 - Number of Students Worked With that Applied to UC Supported Programs
Data Source: STAR Balance scheduling and tracking system report.

Definition/Description

Count of students we worked with that applied to UC supported programs.

5 - Number of Students Enrolled in UC Supported Programs (Unduplicated by Fiscal Year)
Data Source: UH IRAPO

Definition/Description

Student count of HAWCC+UH Hilo+HCC+KAPCC+KCC+LCC+UH Manoa+UH Maui+UHWO+WCC by fiscal year.

6 - Number of Students Enrolled in UC Supported Programs by Certificate and Degree (Unduplicated by Fiscal Year)
Data Source: UH IRAPO

Definition/Description

Student count of Certificate, Associate's, Bachelor's, Post-baccalaureate and Graduate Certificate, Master's, Doctorate and Ph.D. degrees.

7 - Number of Students in Distance Learning Non-Degree Seeking Programs (Unduplicated by Fiscal Year)
Data Source: UH IRAPO

Definition/Description

Distinct count of Non-classified students in distance learning non-degree seeking programs to serve as UC student pipeline.

8 - Number of Students Worked with Enrolled in UC Supported Programs
Data Source: STAR Balance scheduling and tracking system report.

Definition/Description

Count of students that we worked with enrolled in UC supported programs.

9 - Number of Students that Transfer from KCC into UC Supported Programs
Data Source: UH IRAPO

Definition/Description

Distinct count of students that transfer from UHCC's into UC supported programs.

10 - Number of Students Worked with that Transfer from KCC into UC Supported Programs
Data Source: UH IRAPO

Definition/Description

Count of students we worked with that transfer from UHCC's into UC supported programs.

11 - Grand Total SSH for All Students Enrolled in UC Supported Programs not Offered on Kaua'i
Data Source: UH IRAPO

Definition/Description

Grand total number of semester hours the student is taking by term for All students enrolled in UC supported programs.

12 - Total SSH for Kaua'i Students in UC Supported Programs not Offered on Kaua'i
Data Source: UH IRAPO

Definition/Description

Total number of semester hours the student is taking by term for Kaua'i students Enrolled in UC supported programs.

13 - Percent SSH for Kaua'i Students Enrolled in UC Supported Programs not Offered on Kaua'i
Data Source: UH IRAPO

Definition/Description

Total SSH for Kaua'i students Enrolled in UC supported programs = numerator

Grand Total SSH for All students Enrolled in UC Supported programs = denominator

14 - Percent SSH by Certificates and Degrees for Kauaʻi Students in UC Supported Programs not Offered on Kauaʻi

Data Source: UH IRAPO

Definition/Description

Percent of the total number of semester hours the student is taking by term by Certificate, Associate's, Bachelor's, and Graduate Degrees.

15 - SSH for Students Worked with Enrolled in UC Supported Programs not Offered on Kauaʻi

Data Source: UH IRAPO

Definition/Description

Total number of semester hours the student is taking by term for students worked with enrolled in UC supported programs.

16 - Percent SSH for Students Worked with Enrolled in UC Supported Programs not Offered on Kauaʻi

Data Source: UH IRAPO

Definition/Description

Percent of the total number of semester hours the student is taking by term for students worked with enrolled in UC supported programs.

17 - Grand Total SSH for all KCC Students

Data Source: UH IRAPO

Definition/Description

Grand total number of semester hours the student is taking by term for all KCC students.

18 - SSH for Students that we Recruit into KCC

Data Source: UH IRAPO

Definition/Description

Students that we recruit into KCC total number of semester hours the student is taking by term at KCC.

19 - Percent SSH for Students that we Recruit into KCC

Data Source: UH IRAPO

Definition/Description

Total SSH for students that we recruit into KCC = numerator

Grand total SSH for all KCC students = denominator

20 - Number of Students Enrolled in UC Supported Onsite Classes (SSH)

Data Source: Media Services/UH Distance Learning Class Availability/Originating Campus Program Representative

Definition/Description

These UC supported students are attending classes via videoconferencing, onsite classes, ITV, or Zoom. 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/UH Distance Learning Class Availability/Originating Campus Program Liaison

Definition/Description

Average number of UC Supported Students in ITV/Polycom/Zoom courses here at KCC.

2 - Room Usage/Class Meetings (ITV, Polycom Classes, Onsite Classes, Zoom)

Data Source: Media Services/UH Distance Learning Class Availability/Originating Campus Program Liaison

Definition/Description

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

- ITV/Polycom/Zoom classes only - Sum of the three lines below
- Number of onsite classes ITV
- Number of onsite classes Polycom
- Number of Zoom classes
- Number of 4 year onsite classes

3 - Number of UC Supported Programs not Offered on Kaua'i - Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Certificates, and Graduate Degrees.

Data Source: UH IRAPO

Definition/Description

Number of UC supported programs that Kauai students are enrolled in.

Effectiveness Indicators

1 - Number of Students Who Graduate from UC Supported Programs (Fall & Spring) - Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Certificates, and Graduate Degrees.

Data Source: UH IRAPO

<u>Definition/Description</u>

Total of all awards, same as the last line. The next two rows are filled with the number of students worked with and the percent of students worked with.