2021

COMPREHENSIVE PROGRAM REVIEW

Admissions and Records

UNIVERSITY *of* HAWAI'I®

KAUA'I
COMMUNITY COLLEGE

Kaua`i Community College
Five Year Comprehensive Program Review (CPR)

At a minimum, each program or unit CPR shall include measures described in [UHCCP 5.202](). Additional measures may also be used for program or unit assessment.

Program Name: Admissions and Records

Assessment Period: (e.g., 2016-2021): 2016 - 2021

Program or Unit Mission Statement (UHCCP 5.202)
The Admissions and Records Office is committed to recruit, admit and enroll students of various backgrounds and diverse populations. Services include in person and online methods aimed at delivering streamlined assistance with applying for admission, registering for coursework and applying for graduation. The Admissions and Records Offices serves as the initial point of contact and inquiry support and helps facilitate the College's overall enrollment management plan.

College Mission Statement (UHCCP 5.202)
Kaua`i Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.

> Ke kū nei ke Kulanui Kaiāulu ma Kaua`i ma ke `ano he kahua e
> ho`oulu, ho`ā, a ho`oikaika `ia ai ka `ike a me ka na`auao o nā kānaka
> a`o aku a a`o mai no ka ho`owaiwai `ana i ke kaiāulu a me ka honua.

> `O ke **kahua** ma mua, ma hope ke kūkulu.
> First comes the **foundation**, then comes the building.
> (`Ōlelo No`eau, number 2459)

Part I. Executive Summary of Program Status

Summary of previous CPR and/or Annual Program Review (APRU) recommendations by Cabinet, College Council, the Division/Unit Chair, Advisory Board, or other reviewing entity.
N/A

Describe program or unit changes made as a result of these recommendations.
N/A

Part II. Program Description (UHCCP 5.202)

Number of Faculty and Staff	Faculty (FT): **0**
	Faculty (Lecturers): **0**
	Staff: **3**
Date Website Last Reviewed/Updated	**July 2021**
Brief History of Program	The Admissions and Records Office maintains, preserves and disseminates student academic records and provides services to students, faculty and staff. All records are kept confidential and adheres to the Family Educational Rights and Privacy Act (FERPA).

For Non-Instructional Programs ONLY

Community Partnerships, Advisory Committees, etc.	**None**

Part III. Analysis of Quantitative Indicators

Include the five years of 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).

DEMAND	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020
Total # of Applications	1,114	1,130	1,382	1,323	1,087
* # that Applied from Kaua`i High Schools	233	216	251	293	238
Total # of Students Accepted	976	924	1,197	1,087	945
* # Accepted from Kaua`i High Schools	204	185	220	279	235
Kanuikapono Learning Center	1	3	1	4	0
Kapaa High School	78	62	92	100	87
Kauai High School	72	72	68	89	85
Kawaikini New Cent Pub Charter	1	1	3	0	2
Ke Kula Niihau O Kekaha	3	3	1	1	0
Kula Aupuni Niihau Kahelelani	1	2	1	2	0
Waimea High School	48	42	54	83	61
# Students Enrolled	694	608	778	576	581
* # Enrolled from Kaua`i High Schools	174	144	137	160	159
Kanuikapono Learning Center	1	3	1	4	0
Kapaa High School	62	39	46	50	48
Kauai High School	60	62	43	63	70
Kawaikini New Cent Pub Charter	1	1	2	0	1
Ke Kula Niihau O Kekaha	3	3	1	1	0
Kula Aupuni Niihau Kahelelani	1	0	0	1	0
Waimea High School	46	36	44	41	40

* The figures displayed in this row and the rows below represented by a Kaua`i high school are the number of first-time, freshmen students.

YIELD RATE

EFFICIENCY	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020
TOTAL Yield Rate	71%	65%	65%	52%	61%
* Kaua`i High Schools	85%	77%	62%	57%	67%
Kanuikapono Learning Center	100%	100%	100%	100%	0%
Kapaa High School	79%	62%	50%	50%	55%
Kauai High School	83%	86%	63%	70%	82%
Kawaikini New Cent Pub Charter	100%	100%	66%	0%	50%
Ke Kula Niihau O Kekaha	100%	100%	100%	100%	0%
Kula Aupuni Niihau Kahelelani	100%	0%	0%	50%	0%
Waimea High School	95%	85%	81%	49%	65%

* The figures displayed in this row and the rows below represented by a Kaua`i high school are the percentage of first-time, freshmen students.

EFFECTIVENESS	2016-17	2017-18	2018-19	2019-20	2020-21
Total Degrees Awarded	258	211	343	290	307
Associate in Arts	47	67	58	49	54
Associate in Science	39	30	48	44	40
Associate in Applied Science	37	38	40	32	30
Certificates of Achievement	135	76	197	165	183
Certificates of Competence	299	218	268	218	203
Academic Subject Certificates	10	1	35	8	23

The Admissions and Records Office at Kaua`i Community College is committed to providing an open-door policy aimed at promoting student access with technology being the cornerstone of our daily operations. Operations include receiving, reviewing and processing applications throughout the year. The number of applications received during the past five years has maintain a steady amount with a slight increase in 2018 and a decrease in 2020. There are multiple factors that could have contributed to the fluctuation of applications received, including the expansion of onboarding efforts and the impact of COVID-19.

In 2018, a newly developed onboarding and recruitment event, known as Find Your Future, was hosted on the college campus for the first time targeting the high school senior class of 2018 from Waimea High School. The event included a campus tour, presentations by participating departments and brief introductions to other student support services. As a follow up to the event, the Admissions and Records staff visited the high school campus and conducted application sessions, commonly known as Application Days. Students were given step-by-step instruction and guidance on successfully completing the online application.

In the years to follow, the Find Your Future event hosted additional high schools, including Kapaa High School and Kaua`i High School. Each event was followed by Application Days at the high schools. Between Fall 2017 and Fall 2019, data shows a steady increase in the number of students accepted as first-time, freshmen from Kaua`i high schools. In 2019, Kapaa High School, Kaua`i High School and Waimea High School experienced a combined increase of 58 more students than the previous year.

Despite the increase in applications and the number of students accepted, Fall 2020 received the least amount of applications over a five year span with 1,087 applications. It is safe to assume that COVID-19 contributed to the decrease. However, the yield rate remained steady and increased by 10% from 2019 to 2020. There was also an increase in the yield rate among the targeted high school students. There is no true explanation but perhaps students that applied for the Fall 2020 semester did not have any alternatives and were committed to enrolling at Kaua`i Community College.

In addition to providing services geared around the application, the Admissions and Records Office is also deeply involved with processing graduation applications and building academic programs in STAR. STAR is an online tool that allows students to track their progress towards degree and certificate completions. There are three ways that students can receive their degree or certificate. They are as follows: petition or applying for graduation, being offered an Auto Certificate and Reverse Transfer. All three involve utilizing STAR as a guide and to confirm requirements are successfully completed.

The Admissions and Records Office is responsible for ensuring that all programs, including degrees and certificates and their corresponding requirements accurately reflect the Program Action Request (PAR) and catalog. In 2017, the Registrar and Assistant Registrar were tasked to build all academic programs, including certificates, for the following catalog year 2018-2019. The number of programs built totaled 92, with 21 degrees and 71 certificates. By having these programs built, STAR algorithms are able to identify students that meet the requirements for an Auto Certificate or Reverse Transfer award.

Auto Certificate is a process that identifies students in declared programs, primarily degrees, that have completed or are in progress to completing requirements for certificates within a program.

The below chart shows a significant increase in the number Auto Certificates awarded in the AY 2018-19 as a result of the STAR program builds.

On the other hand, the number of Reverse Transfer awards remain insignificant or non-existent. Reverse Transfer is the process that identifies students that have completed course work at a four-year UH campus which satisfy the associate degree requirements at the UH community college. There is no true explanation for the small number of Reverse Transfer awards, however, some may assume that the requirements for the Liberal Arts degree played a major role.

Awards	2016-17	2017-18	2018-19	2019-20	2020-21
# Auto Certificates	169	162	342	270	373
# Reverse Transfer	0	5	6	0	5

Another major responsibility that the Admissions and Records Office manages is the enrollment of all Early College students. The Admissions and Records Office operates as the primary contact for high school counselors, Early College coordinators, instructors and students. The office staff frequently visits the high school campuses to assist students with the UH application and the Dual Credit Application. All required documents are collected and maintained by the Admissions and Records Office. The Admissions and Records Office also ensures that student UH accounts are created and course placement requirements are met prior to enrollment. The below chart displays the progression throughout the past five years. Data was retrieved from the Institutional Research, Analysis and Planning Office and STAR Academic Logic reports.

DEMAND	AY 2016-17	AY 2017-18	AY 2018-19	AY 2019-20	AY 2020-21
# Early College Courses	24	34	61	47	46
Kanuikapono Learning Center	0	0	0	0	2
Kapaa High School	9	16	29	26	22
Kauai High School	6	8	13	13	12
Waimea High School	9	10	19	8	10
EFFICIENCY	AY 2016-17	AY 2017-18	AY 2018-19	AY 2019-20	AY 2020-21
# Early Admit Headcount	367	545	851	632	588
# High School Graduates that Completed KCC Courses	127	179	216	334	269
EFFECTIVENESS	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020
# Early Admit Students Enrolled at KCC after Graduation	44	36	50	113	55

* Early Admit students are high school students enrolled in KCC courses, including Early College and Running Start.

The number of high school students that completed Early College courses and enrolled at KCC after graduation has gradually increased over the years, with the exception of Fall 2020. The goal is to increase the number of students by incorporating our improved outreach and onboarding efforts with the high schools. Continuous collaboration and consistent communication with the high school counselors and Early College coordinators will hopefully result in an increase in enrollment after high school graduation.

Describe and discuss demand, efficiency, effectiveness, and overall health categories. For example, what trends have emerged over the past five years? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Based on this analysis, what are the program's strengths and areas to improve regarding demand, efficiency, and effectiveness (UHCCP 5.202)?

Part IV. Assessment Data (EP 5.202)

Assessment Results for Program Student Learning Outcomes (PSLOs; see ACCJC Standard I.B.2).

Develop a schedule for PSLO assessment over the next five years so that within the review period, all PSLOs will have been assessed (UHCCP 5.202).

1. List of the PSLOs, last date assessed, and next date to be assessed.
2. Assessment findings.
3. Changes that have been made as a result of the assessment findings.

PSLO	Date Last Assessed	Findings	Improvements Implemented	Next Assessment Date
Increase enrollment for recent high school (hs) graduates, pacific islanders, hs noncompleters, GED recipients, working adults and international students.	2020-2021	The number of students enrolled from a Kaua`i high school decreased by 1 but the yield rated increased 10%.	Increase and improve onboarding efforts, including events and marketing. Increase presence at the high schools to conduct application sessions.	2021-2022
New students will be able to complete and successfully submit the online application.	2020-2021	The number of high school students that applied increase from 2017 to 2019.	Multiple application sessions conducted at the high schools. Communication sent to students with applications not submitted.	2021-2022
New students will understand the next steps leading to course enrollment.	2020-2021	The yield rate of students from Kaua`i high schools increased 10% in Fall 2020.	Improvements made to the Steps to Enroll website. The acceptance email includes helpful links to important resources, including Steps to Enroll and Financial Aid.	2021-2022

Part V. Curriculum Revision and Review

N/A

Part VI. Survey Results

List results of surveys administered during the review timeframe [e.g., student satisfaction, occupational placement in jobs (for CTE programs), employer satisfaction (for CTE programs), CESSE, licensure pass rates, and graduate/leaver].
N/A

Part VII. Financials

Provide your program or unit's budget for each year of this review.

Fiscal Year	Budget

Describe any changes that have occurred regarding services, functions, personnel, facilities, or stakeholders served.
None

Provide the program or unit's current resources.

Category	Current Resource(s)	What is needed?	Justification
PERSONNEL			
Positions (Faculty)	0		
Positions (Staff)	3		
OPERATING			
Supplies			
Equipment			
Space/Facilities			
TECHNOLOGY			
Hardware			
Software			

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

Action Plan	Anticipated Outcome	Actual Outcome
Title III Transitions Specialist hired	Assist in community outreach, onboarding and access to programs and resources. Work with Early College coordinators and KCC counselors to identify and strategize onboarding efforts.	Ongoing

Part IX. Analysis of Program

Based on findings in Parts I – VIII, develop a five-year action plan for your program or unit. 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, financial needs (with timelines), 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
Create a recruitment campaign targeting Early College students after they graduate high school.	17	Fall 2022 enrollment	Maintain or increase by 10% the number of high school student applications.	Number of applications	2021-2026
Design and create an onboarding website	17	Fall 2022 enrollment	Increase the number of applications and yield rate	Number of applications	2021-2026

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

Part X. Resource Request(s) for next year (Year 1 of the 5-year Plan for your unit or program).

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