



Counseling and Advising



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

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

Program Name: Counseling and Advising

Assessment Period: Fall 2016-Spring 2021

Program or Unit Mission Statement

Kauai Community College Student Affairs increases students' and community access to higher education and training and creates an environment that empowers students to take responsibility for their own success.

New Program Mission (Effective Fall 2021)

Academic Counselors assist and empower students with the development of their academic plan to achieve their personal and life goals.

College Mission Statement

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 eho'oulu, ho'ā, a ho'oikaika 'ia ai ka 'ike a me ka na'auao o nākānaka a'o aku a a'o mai no ka ho'owaiwai 'ana i ke kaiāulu ame 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 Previous CPR (2011-2016)

The college has embarked on a new era of student support service with a new reorganization structure beginning January 2017. Additionally, with the advent of the new Student Success Pathway Initiatives (Entry, Progress, and Learning, Completion to Transfer or Career) and Exploratory Majors, counselors are faced with new and exciting challenges. Another major change taking place is the replacement of paper academic planners that will be replaced electronically (GPS) through Star. Because of these major changes, Counseling and Advising feels the campus must commit to a full-time Admissions Counselor and full-time Star Writer.

Updating Star will require this person to interface with all academic divisions and the curriculum committee in terms of programs, courses, pre-requisites, co-requisites, attributes, and any other changes impacting courses and programs.

In 2018 an [Integrated Technology Coordinator](#) was hired and is responsible for existing and new technology. To ensure that technology (STAR) is integrated into student services procedures and systems and to be responsive to student needs.

In response to the admission and counselor's needs, a position was acquired via the Title III Kauha Paepae Ola Grant. KAUAI CC TITLE III TRANSITIONS PROGRAM ASSOCIATE. The person

hired will work out of admissions and work with the onboarding committee to provide support and follow up with schools and students.

Comments from 2020 APRU review:

- Good method to identify initial efficiency indicators, but you may also want to consider having a benchmark set with a specific percentage of reaching your target
- Having mandatory counseling first and second semesters with all students will improve student awareness of resources available.
- Yes, mandatory counseling and onboarding efforts were made to improve outcomes.
- N/A, template did not require linking KauCC’s strategic goals/priorities
- Great job on all initiatives being done!

Benchmarks have been established for the next five years.

Part II. Program Description (UHCCP 5.202)

Number of Faculty and Staff	Faculty: Three FTE and Two 0.5 FTE
	Faculty (Lecturers):0
	Staff: Last 2 years office support staff on leave
Date Website Last Reviewed/Updated	2021 https://www.kauai.hawaii.edu/academic-advising
Brief History of Program	The Counseling and Advising Department has aligned our functions and activities to support the system and college student success initiatives which include the Hawaii Graduation Initiative outline: Connection, Entry, Retention, Completion to transfer and/or work. The Counseling Department works under a “Case Management” context, providing wrap-around services to our students from pre-admission through completion. Counselors are highly accessible to students, Faculty, and Staff, not to mention the Community.

For Non-Instructional Programs ONLY

Community Partnerships, Advisory Committees, etc.	Waimea, Kaua`i, Kapaa, Hawai`i Technology Academy, Kanuikapono, Kawaikini High Ke Kula Ni`ihau O Kekaha Public Charter Schools; to include principals, district officials, counselors, teachers, and students. Signal Vine Inc. and Hawaii P-20
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Part III. Analysis of Quantitative Indicators

The Overall Program Health: Healthy

DEMAND

Program's Strengths

Over the last three years, counselors assisted high school students with sparking their interest, steps to enroll, registration, and beyond. There are vital touchpoints that engage high school staff, high schoolers, and their families. The touchpoints included a planning meeting with high school counselors, a college campus tour of program/support services, application, username, placement testing, registration, and assistance at their high school.

The Returning Adults efforts have also been successful with a continued steady increase in fall enrollments from 89 to 115 over the last three years. Fall 2019, *One Night to Success* started with returning adults. The idea was to pilot two semesters using a hybrid model for returning liberal arts majors, 14 students were invited to participate in the program. During the semester students filled out a survey and they felt great about returning to school and found the cohort model was a support system. At the end of the year we graduated three students, two dropped out due to personal reasons and two health care providers stopped out due to COVID 19 and plan to return. Moving into Fall 2020, seven of the fourteen are continuing in hybrid courses.

In 2019 four hundred and fifty-nine students participated in the onboarding activities. Then COVID happened so we needed to find a way to help students in the future world. Students started using a program called EdReady which is an online placement assessment tool. As for registration, students met with their counselors on campus and used ZOOM. The Find Your Future event was changed to an online format which worked over two half days. One of the greatest strengths of counselors is the flexibility to change. We have met many challenges and were able to overcome them with the help of others and using the resources at hand.

Areas to Improve

Develop case management in STAR Balance that includes intake forms, tracks contacts, and tracks student progress. Account for contacts (i.e., email, phone, and texts). The use of these communication modalities has increased with COVID 19, and, often, these types of Advising go undocumented.

Demand Table 1

Demand	2017-2018	2018-2019	2019-2020	2020-2021
Annual Headcount ALL Students, includes Early College Students	1,752	1,860	1,788	1,835
Annual Headcount of Recent Hawaii High School Graduates	187	166	201	209
Fall Semester Registration Status - New Students	524	691	589	578
Fall Semester Registration Status - Transfers in Students	71	69	74	80
Fall Semester Registration Status - Continuing Students	603	565	520	556
Fall Semester Registration Status - Returning Students	89	104	115	97

Table: Fall Student Demand [Click here to view the UHCC Annual Report of Data \(APRD\)](#)

In Demand Table 1, we have seen our highest annual headcount of recent Hawai'i High School graduates during 2020-2021 at 209. We have also seen the highest number of students transferring in from other institutions at 80 during 2020-2021. We did experience a slight dip in the annual headcount of all students including early college students. Several explanations for this could be the temporary pause in certain programs, reductions due to retirements, resignations, hiring freezes, and social distancing to name a few. Our highest annual headcount occurred in 2018-2019 at 1,860, during 2020-2021 we topped at 1,835. Additionally, our highest number of new student registrations 691 also occurred in 2018-2019, in 2020-2021 we trailed at 578. Although we did not reach our highest level for both of these measurements we trended upwards from the previous year's 2019-2020. The same can be said for continuing students, we did not reach our high of previous years, 603 in 2017-2018, but we are trending upwards from 2019-2020. All three measurements (recent high school graduates, transfer in students, and continuing students) are trending positively from the previous year. Returning students have declined from the two previous years; this will warrant more investigation.

First -Time Freshmen from Kauai Public High Schools Table 2

Year	FALL 2017	FALL 2018	FALL2019	FALL 2020
Number of Students that Applied	216	251	293	238
Number Accepted	185	220	279	235
Number Enrolled	144	137	160	159
Acceptance Rate	85.6%	87.6	95.2%	98.7%
Yield Rate	77.8%	62.3%	57.%	67.7%

Table: Kauai Public High Schools Enrollment, data retrieved 10/27/2021 from https://data.hawaii.edu/#/reports/APT2?SEM_YR_IRO=2017-8&IRO_INSTITUTION=KAU

DOE: High School to College Transition for UH System Campuses Table 3

Year	2017	2018	2019	2020
Kauai DOE Number of students completed High School	613	648	649	679
Kauai DOE Number of Students Two Year Transition	215	198	211	198
Kauai DOE Number of Students Enrolled at 2 years UH College Campus	155	145	171	170
Percent of Kauai DOE students Enrolled at UH College Campus 2-year campus	72.09%	73.23%	83.89%	85.86%

Table: Kauai Public High Schools Completers retrieved 10/21/2021 from http://hawaiidxp.org/files/ccri_pdfs/2020/KauaiCounty20.pdf

One of the UH Community College System goals has been to increase Direct High School Enrollment. Counselors played a crucial role in this increase since 2018. In table 2 the number of students that applied and got accepted to Kauai CC from Kauai Public High School has increased. The number of students that enrolled increased from 2018 to 2019 by 23 students. The following year that number dropped by 1 student.

Table 2 displays the data from Kauai County’s Report on High school student transition to UH 2-year community colleges. On average ten students per year go to other UH community Colleges from Kauai. In 2018-2019 the increase of students was 27 students and from 2019-2020 we

increased by 1. Overall there has been an increase of students attending a community college since the start of our onboarding efforts with the high schools.

EFFICIENCY

Program’s Strengths

The following indicates the ratio of student appointments to the number of counselors. We can use this information to determine efficiency from the needs of the students we serve.

Student Appointments

	Academic Year (AY) 2018-2019	Academic Year (AY) 2019-2020	Academic Year (AY) 2020-2021
Total Advising Appointments	2267	1948	2822
Academic Counselors	4	4	4
Ratio	566.75 : 1	487 : 1	705.5 : 1

Table 4: Student Appointment Ratio, [Data Source Tableau Advising Appointments 1](#) and [Advising Appointments 2](#)

In the Counseling and Advising office, we have three 1.0 FTE and two .5 FTE which equals four academic counselors. Table 4 illustrates the student appointment to academic counselor ratio of 586.4 as the average ratio. The appointment numbers do not include other means of student contact, which should include telephone, email, and text, which is a choice of communication by students. Most literature about the student to advisor ratio recommends 350:1 and many campuses across the nation have high ratio loads for academic counselors. When enrollment goes up the ratio goes up, and academic counselors are doing their best to support their students and help them with the necessary resources to be successful.

Areas to Improve

In recent years we have recognized that the adopted UH tracking systems do not have the means to record and don't constantly capture our outside scheduled appointment activities such as emails, texts, and phone calls. In recognizing this gap in the recording, we look forward to developing a case management system to capture accurate data that reflects all student contacts in all communication modes and can extract data via queries to allow for Enrollment Management decision making.

EFFECTIVENESS

Program’s Strengths

Counselors discuss the transfer process with students and develop a plan for the courses needed and the estimated transfer date. We also have an indirect impact on persistence and degrees awarded because we meet to discuss transfer and graduation requirements and non-academic issues that are impacting their progress including personal, food and housing insecurity, childcare, and other emergencies. A tool we used to connect students to "Just In Time" resources was called MySuccess. The software enabled instructors, counselors, and campus resources to stay in the loop with students' needs which helped with retention. When faculty raised a flag of concern, counselors would reach out to students helping them find ways to be successful. Unfortunately, the MySuccess system has been discontinued and we are searching for software that’s effective with student intake and referrals. In the interim, the campus developed a more Case Management approach to identify student and campus needs. An [electronic referral form](#) is completed by various members of the campus community and funneled to the KCC Care Team. One counselor is a member of the Care Team and will direct students needing academic support to the appropriate program counselor.

Program Effectiveness Table 5

Effectiveness Indicators	2017 2018	2018 2019	2019 2020	2020 2021
Persistence Fall to Spring ALL Students	71%	67%	70%	68%
Degrees & Certificates Awarded ALL	211	343	290	307
Transfers to UH 4-yr ALL	80	82	89	91

[Click here to view the UHCC Annual Report of Data \(APRD\)](#)

Since 2017 the persistence for all students has been in the high sixties and low seventies. This is great according to the [National Student Clearinghouse](#) which they call retention. The average year-to-year retention rate is 66.2% overall, and it’s lower for part-time students at 42.3%. Looking at degrees earned we have done well with an increase every other year with a large increase in 2018 and a smaller increase in 307.

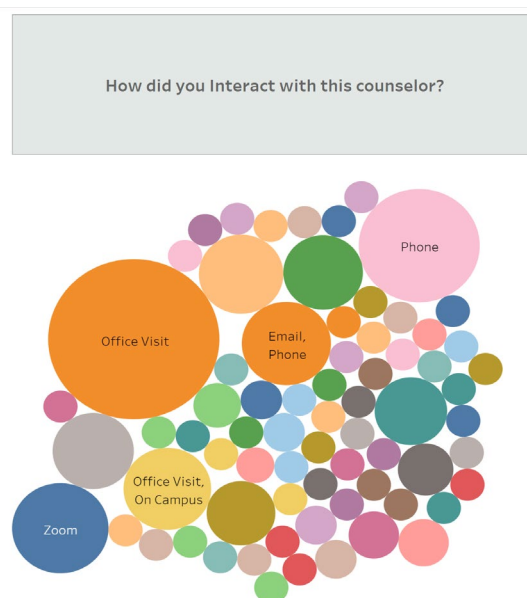
Student transfer has steadily increased over the years starting with 90 in 2017 and 91 in 2020. The Kaieie program may have helped as well as automatic transfer. The Kaieie transfer program is an MOU with UH Manoa where students can be dual enrolled and get assistance from a dedicated advisor.

Automatic transfer is another transfer support for our students which reduces the application process and fees, making it a smoother transfer process. Student Affairs has developed a

[transfer website](#) that describes the above programs and offers other programs like Interstate Passport which is fairly new. You can also find an events calendar which we update when given information about transfer from other institutions.

A goal to improve contact with students which could improve retention and persistence was met. Table six shows a steady increase of students meeting two or more times with their counselor except for 2020 we have a slight drop. This practice has proved to be successful to increase our effectiveness measures. Additional strategies we are considering to continue improving these measures are implementing a needs assessment evaluation with students before discussing registration and improving our intake survey to collect more general information from the student. The drop can be attributed to the challenges of COVID and the impact of meeting in person as well as the drop in new registered students.

As previously mentioned, the weakness of the current reported data on student contact is that it primarily reflects formal tracked student Appointments. Other modes of advising via email, phone, and text are not consistently documented through the current tracking system. Since the COVID-19 pandemic started, counselors have allowed the transfer of office calls to personal cell phones and other personal communication modes. The following chart is a snapshot from the [Counselor Survey Dashboard](#) which indicates the mode of interaction over the last survey term.



As discussed previously, the weakness of the current reported data is that it mainly reflects formal tracked student Appointments. Counselors regularly conduct advising via Email, phone, and text since the COVID-19 pandemic started, counselors have allowed the transfer of office calls to personal cell phones and other personal communication modes.

Unduplicated Number of Times a Student Met with Counselor Table 6

Year	2017	2018	2019	2020
Total Enrolled Unduplicated Student	1724	1752	1860	1788
Unduplicated Student Seen	845	828	834	711
Percent of Students Seen	49%	47%	45%	40%
Students Seen 2 times or more	485	500	531	450
Percent seen 2 times or more	57%	60%	64%	63%

Table: Percent of Student Appointments more than two times

[Click here to view Tableau dashboard data](#)

Part IV. Assessment Data (EP 5.202)

Program SLO's

- Increase the completion rates of Associate Degree, Certificate of Achievement, transfer, and personal & professional development goal attainment.
- Increase the number of transfers
- Increase retention/persistence
- Increase number of high school student's enrollment

Student Learning Outcomes Table 7

Year	2017	2018	2019	2020
Increase the completion rates of Associate Degree, Certificate of Achievement, transfer, and personal & professional development goal attainment. Goal: Increase by 5 yearly	Benchmark:211	Action: Advisor to meet with students at least one time per semester and more if needed Implemented and increased by 132 students- goal met	Last year we had 343 graduates and this year 290 goals were unmet	Increased by 17 students from 290 to 307 graduates - goal met
Increase the number of transfers Goal: Increase by 5 yearly	Benchmark: 80	Action: We will continue meeting with students at midterm and sending out transfer information. Number of transfer students 82 Increased by 2 Goal Met	Action: Develop an online presence Number of transfer students 89 Increase by 7 Goal Met	Action: From the Transfer committee Number of transfer students 91 Increased by 2 Goal short by 3
Increase Persistence Fall to Spring ALL Students Goal: Increase by 2% from previous year	Benchmark: 2017=67%	Action: to meet with students at least one time per semester and more if needed 71% Goal met	Action: to meet with students at least one time per semester and more if needed 67% Goal unmet	Action: to meet with students at least one time per semester and more if needed 70% Goal met
Increase number of high school student freshmen enrollment Goal by 1 yearly	Benchmark: 187	Action: #find your future Onboarding events Number of Freshmen 166 Decreased by 21 Goal unmet	Action: Develop an online onboarding system Number of freshmen 201 Increased by 35 Goal Met	Action: Purchase Online Onboarding System Number of freshmen 209 Increased by 8 Goal met

Table: Student Learning Outcomes

Note: All previous SLO's are retired and effective Fall 2021 new goals have been developed.

Part V. Curriculum Revision and Review

Not Applicable

Part VI. Survey Results

Multiple efforts are made to obtain feedback from student interaction with the counselors and advisors to gauge our effectiveness. Students can access the survey and evaluate counselors and advisors at any time. The survey can be accessed through our website after appointments are completed, and at the end of each semester through a campus-wide email request sent from the VCSA Office. The survey will be updated to reflect the next five-year goals.

Student Survey Table 8

Student Survey Results	2018-2019 N=89	2019-2020 N=190	2020-2021 N=161
STUDENT EXPERIENCE	Likert Scale	Likert Scale	Likert Scale
I felt comfortable discussing my concerns with the counselor	92% Agreed to Strongly agree	95% Agreed to Strongly agree	97% Agreed to Strongly agree
I felt the counselor listened to me attentively	87% Agreed to Strongly agree	97% Agreed to Strongly agree	100% Agreed to Strongly agree
My overall evaluation of the counselor	87% Agreed to Strongly agree	97% Agreed to Strongly agree	100% Agreed to Strongly agree
I met with the counselor more than two times	80% met	80% met	72% met
STUDENT EXPERIENCE TOPIC	Percent Total	Percent Total	Percent Total
Academic Advising	44%	46%	30%
Registration	29%	34%	33%
Change of Major	4%	7%	1%
Transfer	8%	2%	4%
Misc.	13%	12%	32%
LEVELS OF AGREEMENT	Strongly Agree	Strongly Agree	Strongly Agree
I can identify the next steps towards my goals.	93%	94%	98%
I am aware of resources and information that will help me succeed.	95%	93%	99%

The table above highlights some of the data collected in the [student survey](#).

The Counselor Survey has been administered via a once-a-semester email sent out by the Institutional Researcher (IR). The position of IR has been vacant since January 2020 and the Counselors are working on a system to have students fill out the survey after each appointment.

The overall student experience has increased in three areas and the need to meet more than once has gone down. The reason students meet with a counselor has changed

Part VII. Financials

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

Fiscal Year	Budget
	Under Student Affairs Budget

Provide the program or unit’s current resources.

Category	Current Resource(s)	What is needed?	Justification
PERSONNEL			
Positions	Three 1 FTE and two .5 FTE Academic Counselor positions.	1 FTE Native Hawaiian Student Support Counselor	The Native Hawaiian Counselor was not renewed and that has left a void for all Native Hawaiian students on campus. We currently support the student Hawaiian Studies program but not campus-wide. As a Native Hawaiian institution, we need a person to serve all Native Hawaiian students and to do academic advising.
Positions (Staff)	1 FTE	1-clerk	The operation of the office has been maintained by student workers and the responsibility should be with a staff person.
TECHNOLOGY			
Hardware			
Software	STAR	Need to integrate STAR with Case management software Example Software: https://youtu.be/WjUfJfTH-pk	MySuccess which helped tag students' progress helped but the program is no longer available. We need a program that will help counselors track students and have the ability to write notes and progress.

Table: Resources

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

Action Plan	Anticipated Outcome	Actual Outcome
1. Case Management 2. On-Boarding 3. Transfer Students	1. Acquire software 2. Timeline and collaboration to increase numbers 3. Connecting and developing resource	1. No software 2. Met expectation 3. Met Goal

Table: Prior Year Action Plan

Part IX. Analysis of Program New Goals

Note: The UH system has not provided new strategic goals and our new goals are based on what we have control over. In the column of strategic goals refers to the past strategic goals. Using our new goals will help us focus on what we have control over and support our students' experience while at Kauai CC.

Advising counselors looked to the Colleges Mission (Kaua'i Community College is a kahua that inspires, engages, and empowers learners and educators to enrich our community and our world.) We will support the college mission by Assisting, Empowering and helping students achieve! As Academic counselors we can so that by the goals listed below of streamlining the process and helping empower students with the resources they need to achieve their goals. All counseling faculty are charged with the goals of the ISS committee which is campus work and will not be used as our specific goals.

New Goals Effective Fall 2021	Strategic Goal/Priority (List number)*	Benchmark	Unit of Measure	Year(s) Implemented
Students will Identify a major or interest that aligns with students goals	1-7	More than 50% of students will respond affirmatively when surveyed during the benchmark year and increase by at least 1% in subsequent years.	percent	Fall 2021
Students will identify academic/ career plans and know how to reach goals.	1-7	More than 50% will say yes when surveyed during the benchmark year and increase by at least 1% in subsequent years.		Fall 2021
During the registration process: 1. Students will select appropriate courses 2. Understand Placement 3. Understand instructional modalities 4. Decide course load 5. Understand academic deadlines 6. Learn about Academic Support resources	1-7	More than 50% will say yes when surveyed during the benchmark year and increase by at least 1% in subsequent years.		Fall 2021

Table: Analysis New Goals *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.

Program Goal	Supports Mission: Academic Counselors assist and empower students with the development of their academic plan to achieve their personal and life goals.
Resource Requested*	Order of need 1. Purchase case management software 2. Hire an Office Clerk 3. Hire a person to guide Native Hawaiian Students
Cost and Vendor	Example of what we need https://youtu.be/WjUfJfTH-pk
Annual Recurring Cost	
Useful Life of Resource	
Person(s) Responsible and Collaborators	Vice-Chancellor Student Affairs
Timeline	By Fall 2022

***An approved ITAC Request Form must be attached for all technology requests**