

ANNUAL
REPORT OF PROGRAM DATA

2022

UNIVERSITY of HAWAII
KAUA'I
COMMUNITY COLLEGE



Admissions and Records

1. Program or Unit Description

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.

The Admissions and Records Office serves new, continuing, transfer and returning students. The target population consists of both degree seeking and non-degree seeking students. High school students participating in dual credit programs have also been a target for enrollment and recruitment after graduation.

2. Analysis of the Program/Unit

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 three years has progressively decreased between academic year 2019-2020 and 2021-2022. There are internal and external factors that could have contributed to the decrease of applications received, including limitations to the online application and the impact of the COVID-19 pandemic.

In Fall 2020, Kaua'i Community College received 200 less applications than the previous fall semester. This decrease may have been attributed to the COVID-19 pandemic and the uncertainties that accompanied it. In support of social distancing, the college offered more online classes and many services were available virtually. The assumption is that this unconventional method deterred students from applying and experiencing an online learning modality.

In 2021, the University of Hawai'i Community Colleges (UHCC) launched a new online application software. Effective Spring 2021, all applicants were directed to the new application. The transition proved to be difficult for both applicants and the admissions staff processing the applications. The application was lengthy, difficult to navigate and included questions that, to some, seemed unclear and irrelevant. Many applications were abandoned and left incomplete, which may have resulted in the low number of applications moving forward.

The new software also restricted applicants from submitting applications to multiple campuses in the UHCC system. The limitation may have negatively impacted the number of applications, however, the number of rollover applications increased substantially from AY 2020-2021 to AY 2021-2022. The rollover process allows acceptance to a future term that is within two years of the initial application or last enrollment. As displayed in Figure 1, the number of rollover applications increased by 47 in Fall 2021 and 33 in Spring 2022. These applicants may have initially applied in the previous year but due to the pandemic delayed their enrollment.

Figure 1: Application Numbers for AY 2019-2020 to AY 2021-2022

	AY 2019-2020		AY 2020-2021		AY 2021-2022	
	Fall	Spring	Fall	Spring	Fall	Spring
Applications	1218	448	1012	327	846	250
Rollover Applications	105	74	75	51	122	84
Sub Total	1323	522	1087	378	968	334
Total	1845		1465		1302	

Source: Banner Operational Data Store (ODS) IRO_BASE

However, despite the fewer applications and enrollment numbers, the yield rate in Fall 2020 increased to 62% compared to 55% in Fall 2019. The yield rate also increased to 67% in Fall 2021 although application numbers continued to decrease. There is no definitive explanation to the increase in yield rate, however, students may have been more purposeful when applying during the pandemic. Other alternatives may not have been available, such as employment and off-island education, and applicants were committed to enrolling at Kaua'i Community College.

Figure 2: Yield Rates for AY 2019-2020 to AY 2021-2022

	AY 2019-2020		AY 2020-2021		AY 2021-2022	
	Fall	Spring	Fall	Spring	Fall	Spring
Accepted	1192	483	1020	369	928	329
Enrolled	652	317	633	269	621	236
Yield Rate	54.7	65.6	62.1	72.9	66.9	71.7

Source: Banner Operational Data Store (ODS) IRO_BASE

Unlike the steady decrease in the number of applications, the number of students that enrolled at Kaua'i Community College after high school graduation fluctuated between AY 2019-2020 and AY 2021-2022. Figure 3 shows the slight decrease in numbers from Kapaa High School and Waimea High School. Whereas, Kaua'i High School had a minor increase in AY 2020-2021 and decreased by 20 in AY 2021-2022. The increase can be attributed to the COVID-19 pandemic and the hesitation and fear that it created in students and their families. Kaua'i Community College is also a more affordable post-secondary education option for students whose families may have been unemployed due to the pandemic.

The Admissions and Records Office strives to increase the number of students that enroll after high school graduation by incorporating and improving outreach and onboarding events with each high school. As done in previous years, the *Find Your Future* enrollment event took place in early 2021 followed by multiple visits to the high schools to assist with the admission applications and the

enrollment process. The enrollment numbers do not positively reflect the amount of effort and planning that created the event.

Figure 3: Enrollment by DOE High School AY 2019-2020 to AY 2021-2022

DOE High School	AY 2019-2020	AY 2020-2021	AY 2021-2022
Kanuikapono Learning Center	4	0	5
Kapaa High School	52	50	41
Kaua'i High School	67	73	53
Kawaikini New Cent Pub Charter	0	1	2
Ke Kula Niihau O Kekaha	1	0	0
Kula Aupuni Niihau Kahelelani	1	0	0
Waimea High School	43	41	30

Source: Banner Operational Data Store (ODS) IRO_BASE

Early Admit students are a population of high school students earning college credit by participating in Early College, Running Start or other programs. Figure 4 displays Early Admit students separated into two categories: 1) Early College and 2) Other Early Admit. In comparison to Other Early Admit students, Early College students earn college credit by taking courses located on their high school campus with their peers. Enrollment has been progressive throughout the years, with the exception of Fall 2020.

The Admissions and Records Office is responsible for managing 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.

In October 2021, a Title III grant funded position was hired to support the onboarding process and Early College enrollment procedures. The position started during a time when additional responsibilities were assigned to the registrar and assistant registrar, including involvement in Participation Verification, Course Program of Study and various customer relationship management tools such as Signal Vine and Salesforce. The position was essential and provided relief so that other duties could be fulfilled and allow staff to adjust to an online modality.

Figure 4: Early Admit Headcount AY 2019-2020 to AY 2021-2022

Term	Early College	Other Early Admit	Total
Spring 2022	322	19	341
Fall 2021	322	28	350
Spring 2021	277	22	299
Fall 2020	244	54	298
Spring 2020	302	40	342
Fall 2019	252	61	313

Source: Banner Operational Data Store (ODS) IRO_BASE

The Admissions and Records Office also provides graduation support services to students seeking both certificates and associate degrees. Services include reviewing all potential records for completion and awarding appropriately. Potential graduates are identified through the STAR Auto Certificate process and Reverse Transfer data. Through these processes, certificates and degrees are awarded automatically and at the appropriate time. As displayed in Figure 6, the number of auto conferrals have drastically increased over the past 3 years with a significant spike in AY 2021-2022. The increase in numbers supports the notion that the vast majority of students can be identified and awarded with little effort on the students' part.

Figure 5: Number of Degrees and Certificates Awarded AY 2019-2020 to AY 2021-2022

Credentials	AY 2019-2020	AY 2020-2021	AY 2021-2022
Total Degrees Awarded	290	307	151
Associate in Arts	49	54	71
Associate in Science	44	40	53
Associate in Applied Science	32	30	27
Certificates of Achievement	165	183	184
Certificates of Competence	218	203	211
Academic Subject Certificates	8	23	18

Figure 6: Number Auto Conferrals AY 2019-2020 to AY 2021-2022

Awards	AY 2019-2020	AY 2020-2021	AY 2021-2022
# Auto Certificates/Degrees	270	373	556
# Reverse Transfer	0	5	0

3. Program Student Learning Outcomes or Unit/Service Outcomes

PSLO 1: Increase enrollment for recent high school graduates, pacific islanders, high school non-completers, GED recipients, working adults and international students. Only the high school graduates target was assessed in AY 2021-2022. Overall, the number of high school students that enrolled after graduation decreased. A grant funded position was hired to support onboarding efforts, however, more data is needed to measure impact and improvements. This PSLO will be reassessed in 2022-2023.

PSLO 2: New students will be able to complete and successfully submit the online application. Assessment was conducted in AY 2021-2022. The number of applications decreased, however, the yield rate slightly increased or remained the same from the previous academic year. Effective Fall 2021, the STAR Kama’aina application was made available to the high school class of 2020 receiving 76 applications. The application is shorter and less cumbersome than the new online application. This PSLO will be reassessed in 2022-2023.

PSLO 3: New students will understand the next steps leading to course enrollment. Assessment was conducted in AY 2021-2022 where the yield rate increased. The acceptance email via Salesforce continues to be sent to all accepted students. Continued improvements will be made to the Steps to Enroll website. This PSLO will be reassessed in 2022-2023.

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.

UH Imperative One: Successful Students for a Better Future

UH Goal: Educate more students, empowering them to achieve their goals and contribute to society.

Kaua`i CC Goal 2 – Eliminate access and success gaps

The Admissions and Records Office will continue to use and improve communication with students using Salesforce and Signal Vine. The Salesforce onboarding email campaign was launched and will begin with all accepted students starting Spring 2023. The campaign involves a workflow that sends specific emails to students that have not completed a particular step in the enrollment process. Reminder emails are also sent and if no action is completed then the assigned support staff is prompted to call the student. Improvements will be made as time goes on.

Kaua`i CC Goal 3 – Increase Enrollment

The Admissions staff and Onboarding team will continue to make frequent visits to the high schools to assist in the enrollment process and to promote the college programs. Enrollment events for the community and high schools are in the planning process for AY 2022-2023. An additional goal is to reach out to the workforce and promote the college and its programs to employers.

The Admissions and Records Office will complete the next Comprehensive Program Review (CPR) in 2026.

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.

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.