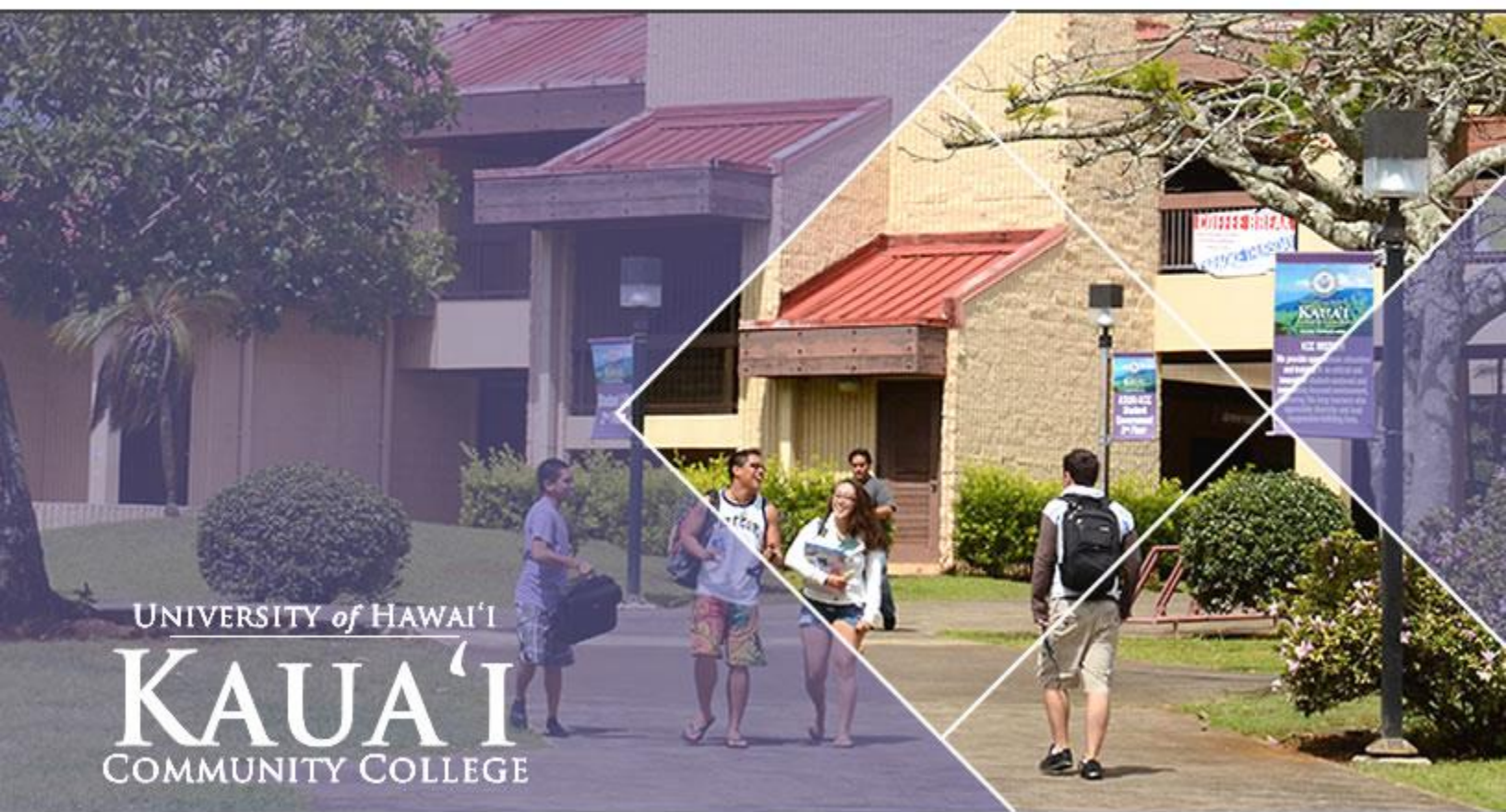


ANNUAL
REPORT OF PROGRAM DATA
2023



UNIVERSITY of HAWAII'I
KAUA'I
COMMUNITY COLLEGE



2023 Annual Report of Program Data

Disability Services & Veteran Support Services

1. Program or Unit Mission

The Mission of the Disability Services Office is to create a fully accessible, integrated, and universally designed campus for all students by providing reasonable accommodations to otherwise qualified students with disabilities.

The Veterans' Support Center (VSC) at Kaua'i Community College is a program to support the transition of Veterans by providing services to help them succeed. The VSC provides a comfortable atmosphere equipped with all the tools necessary to aid Veterans in their collegiate pursuits.

Disability Services and Veteran Support Services support the college in fulfilling its mission by incorporating the following practices:

- Provides open access, affordable education
- Welcomes and values diversity
- Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning

2. Program Student Learning Outcomes or Unit/Service Outcomes

[For the past year, please indicate which program student learning or unit/service outcomes were assessed, assessment results, and what changes will be made to address the results.]

Disability Services

1. PSLO #1: Through program outreach to high schools, students will obtain information to set educational goals.

Results from 2021-2022: Two disability services presentations were provided to Kauai Public High Schools.

Action Plan Implemented 2022-2023: One presentation to be provided at each public high school.

Results from 2022-2023: Four presentations were provided to public high schools and one charter school.



Closing the Loop: The disability services presentations have become a normal piece of the onboarding process for the past 3 years. Therefore the program feels this PSLO is no longer needed and will look at a new PSLO in the future.

2. PSLO #2: Students self-identifying with a disability will create a plan with appropriate accommodations with their counselor to access education.
Results from 2021-2022: The findings were 143 accommodation letters were sent out to instructors. Within these accommodation letters 70 testing accommodations, 13 note-taking accommodations, 19 class recording requests, and 48 other accommodations were approved.
Action Plan Implemented 2022-2023: Create an accommodation plan with all self-identifying students who qualify for and request academic accommodations.
Results from 2022-2023: The findings were 157 accommodation letters were sent out to instructors. Within these accommodation letters 68 testing accommodations, 19 note-taking accommodations, 29 class recording requests, and 75 other accommodations were approved. All requested reasonable accommodations were provided.
3. PSLO #3: By supporting campus awareness and understanding of academic accommodations and disability services, faculty, staff, and students will be able to explain how a student can access appropriate accommodations.
Results from 2021-2022: One campus professional development training per year and one class presentation per semester.
Action Plan Implemented 2022-2023: One campus professional development training will be provided per semester and two class presentations per semester.
Results from 2022-2023: One campus professional development training was hosted each semester and one over the summer. Six class presentations were provided for the year.

Veteran Support Services

1. PSLO #1: Students will demonstrate the value of the veteran community while identifying their role in the wider campus community by participating in VA-related community collaborations and outreach.
Results from 2021-2022: 129 veteran community contacts and one veteran outreach event each year.
Action Plan Implemented 2022-2023: Increase of VA community outreach contacts. Implementation of campus outreach activities, KVC collaboration, and STRIVE Program along with the campus being open to the public positively affected the result of the assessment findings from last year.
Results from 2022-2023: 418 veteran community contacts and 18 veteran outreach events were participated in.
2. PSLO #2: Students will be able to locate organizations off-campus that provide additional benefits through affiliation.



Results from 2021-2022: 100% of students visiting the VSC were provided services.

Action Plan Implemented 2022-2023: Utilization of PAVE Program and data management system to identify individual services provided.

Results from 2022-2023: 100% of students visiting the VSC were provided services. Within those services 25 referrals were made to the Veteran Services Office, 13 referrals to Academic Advising, 2 referrals to Career Counselor, 2 referrals to the VA Hospital/Clinic, 1 referral to the campus Tutoring Center, and 1 referral to a VA Service Organization. Star Balance was also utilized, but data input needed to be more consistent to be an accurate representation of data.

3. Analysis of the Program/Unit

[Use this section to discuss the annual report of program data and/or any other data used to assess your program or unit in terms of demand, efficiency, and effectiveness and with respect to the goals of your comprehensive program review. What program changes have occurred? Discuss significant program or unit actions (new certificate(s), stop outs, gain/loss of position(s), results of prior year's action plan(s), etc.).]

Disability Services

Demand Quantitative Indicators:

Disability Services has provided services to a total of 150 students during the Fall 2022 (79), Spring 2023 (69), and Summer 2023 (2) semesters. This is a decrease of 4 students from the prior academic year but continues to be 6% of the student population. The national average of DSO's tends to be 3% of the student population.

The total number of students requesting academic accommodations was 74 during the Fall 2022 (41), Spring 2023 (31), and Summer 2023 (2) semesters. The Disability Services office also provides "disability management support" services in addition to academic accommodations. Disability management support services include but are not limited to, disability awareness/insight, learning strategies, time management skills, study habit planning, organizational skills, transportation, note-taking tips, social skills training, collaboration skills (how to work in groups), effective communication techniques, understanding available resources, self-esteem building, understanding their rights along with learning how to self-advocate. These support services are provided to all self-identified students even if they are not requesting in-class accommodations.

As we offer a few more in-person classes, the number of classroom accommodations has increased slightly from 71 to 74. It's been determined that the online learning platform decreases classroom accommodation requests while the lasting stressors caused by COVID seem to increase the need for disability management services. Students who self-identified with the Disability Services Office often needed disability management services as opposed to only academic accommodations.

The total number of appointments recorded for the Disability Services Office was 692 during AY 22-23. This is a slight decrease from last year. I believe some of the variation is due to human discrepancy as appointments are manually inputted for walk-in and unscheduled appointments.



The demand for services through the Disability Services Office seemed to increase over the past two academic years. Stressors and the emotional effects of COVID seemed to play a major role in this increase, but I also feel that increased and diversified outreach strategies may have contributed to more students knowing these services are available.

Efficiency Quantitative Indicators:

Starting in August 2019, a new Student Support Counselor was hired to provide Disability Services and Veterans Services. Disability Services are provided solely by the Student Support Counselor due to the confidential nature of the information being provided. The fact that the position is also shared with Veterans Support Services has affected the amount of time that is solely allocated to Disability Services on campus. Another aspect that affects the efficiency of Disability Services (DS) is the fact that all data and paperwork are tacked and provided manually. The DS office does not have a case management system that allows for tracking and providing academic accommodations electronically. Two years ago a case management system was officially requested but has not been obtained at this point. Obtaining an electronic case management data system continues to be an area of need.

Effectiveness Quantitative Indicators:

Baseline data were collected in AY 2019-2020 in the following areas to determine the effectiveness of disability services:

- # of testing accommodations
- # of note-taking accommodations
- # of recordings of lectures
- # of ASL accommodations
- # of other accommodations
- # of accommodation letters provided to instructors
- # of referrals made to other campus services

Over the past 3 years, classroom accommodations have continued to increase as we increase the number of in-person classes. When checking in with students during mid-terms it was apparent that students needed assistance in connecting with campus resources as the number of campus referrals increased by 66 over the past two years. Incorporating campus service referrals into my counseling meetings has seemed to be an important aspect of supporting the student effectively throughout the semester.

In summary, the department continues to strengthen by creating stability and continuity in service delivery. The goal of the Disability Services Office is to increase awareness of services available and to effectively provide access to self-identifying students with increased rates of efficiency.

Disability Services

Demand	2020-21	2021-22	2022-23
Headcount of Students Receiving Disability Services	140	154	150



Headcount of Students Requesting Accommodations	68	71	74
Total Number of Student Appointments	736	752	692
Efficiency	2020-21	2021-22	2022-23
Number of Full-Time Disability Services Staff	.5	.5	.5
Effectiveness	2020-21	2021-22	2022-23
Testing Accommodations	79	70	68
Note Taking Accommodations	25	13	19
Recordings of Lectures	28	19	29
ASL	2	0	1
Other	76	48	75
# of accommodation letters provided to instructors	151	143	157
# of referrals made to another campus service	39	90	105

Veterans Support Services

Demand Quantitative Indicators:

The enrollment of military-connected students (veteran, spouse, dependent, active duty) decreased by 10 students over the past academic year (from 75 to 65). The headcount of all students who utilized the VSC this past year (in person, by phone, or via zoom) was 30. This decrease could be attributed to a few reasons.

- Our location is small and doesn't accommodate an adequate study space while others are engaging in veteran comradery. We have seen students not attend the VSC when they needed to complete an online course or study.
- Due to the VSC being far away from classes, student veterans who only have one class on campus (which happens frequently), don't take the time to walk across campus to utilize the services available.
- Increased engagement with community VA agencies/activities has decreased on-campus events that drew students to the VSC.

The headcount of visitors through the VSC in AY 2021-2022 was 29. This was a significant decrease in visitors from last year. This decrease was a direct result of the increased community outreach with local veteran community resources that took place off campus.

Outreach is essential in establishing rapport and building relationships with the community VA services. The headcount of people contacted during outreach was 418 during AY 2022-2023. This is a significant increase of 289 from the previous year. Aspects that increased outreach opportunities were the KCC SVA Club becoming a member of the Kauai Veterans Council (KVC), STRIVE, and increased collaboration with the Army National Guard.



Efficiency Quantitative Indicators:

An FTE coordinates the Disability Services Office and Veteran Support Services. The fact that the position is also shared with Disability Services has affected the amount of time that is solely allocated to Veteran Support Services on campus. This greatly affects the ability to provide support through the Veterans' Support Center, which includes oversight of student workers and daily operations of the Center. During AY 2022-2023, there were a total of 5 VA-certified student workers each semester. Supervision, training, weekly work study meetings, and advising the Student Veterans of America Club are a few of the duties of the coordinator.

Student veterans and military-connected students don't have to make contact with the VSC or the Veterans Services Counselor to utilize their VA benefits. At times it can be tricky to identify all veterans on campus. Also, not all military-connected students chose to utilize their VA benefits. For the Fall 2022 semester, staff was able to identify 30 student veterans and dependents, 83% of whom were using VA benefits. In the Spring of 2023, 35 student veterans and dependents were identified, 89% of whom were using VA benefits. This is an 8.5% increase from the previous year. In the Fall 2022 semester, it was identified that 3 Vietnam Veterans were registered and taking classes. Vietnam Veterans tend to not have access to VA educational benefits like younger veterans do. We have also met other student veterans who have decided to save their benefits for their children and utilize financial aid instead. As we started to build rapport with each veteran we were able to better understand their decisions behind utilizing or not utilizing their VA benefits. In the past, most of the veteran population was identified when they applied to use their VA benefits. At this point, a larger view of the veteran population on campus is being identified. Also, as we identified student veterans on campus, we were able to increase our tracking efficiency, which then increased the percentage of students self-reporting receiving VA benefits.

Veteran Support Services continues to offer Zoom and phone appointments through the VSC to connect with student veterans. The veteran's department email also assists with a direct remote connection to the Veterans Center so students can still receive services provided without having to be on campus (veterans@hawaii.edu).

Effectiveness Quantitative Indicators:

In previous years, the effectiveness of Veterans Services was solely determined by persistence rates. New and transfer student retention/persistence rates between Fall 22 and Spring 23 increased by 22% from the last academic school year.

Fall to Fall persistence also increased by 17%. Building rapport and increased outreach via the PAVE (Peer Advisors for Veteran Education) Program, which was newly acquired in the Fall 2022 semester, seemed to assist with positive rapport building and student veterans' increased sense of belonging on campus. Continuing to focus on ways to increase and demonstrate our effectiveness is of utmost priority.

In summary, the department plans to continue to strengthen by focusing on providing necessary support for student veterans, community collaboration with VA resources, and implementing



increased outreach. Strengthening these services will assist in increasing enrollment, persistence, and services provided to all military-connected students.

The VSC continues to evolve to provide numerous support services for Veterans that were not previously available at KCC.

These services include:

- One-on-one assistance enrolling/registering for college
- Assistance applying for and obtaining VA educational benefits and tuition assistance
- Assistance with acquiring military transcripts and help with submission for college credit
- Referrals to the appropriate resources for physical and mental health services (on and off campus)
- Current Veterans' website within the Kauai CC website that provides information specific to current and potential student Veterans
- Outreach by the Veterans' Coordinator and student Veteran workers to Kauai Veterans
- On-going outreach to active duty and recently discharged Veterans regarding educational opportunities at Kauai CC
- Re-activation of a Student Veterans of America Club on campus
- Participation in the Kauai Veterans Council Meetings
- Start-up Training and Resources to Inspire Veteran Entrepreneurship (STRIVE) Program

Additional support activities directly related to having a Veterans' Support Center at Kaua'i CC include:

- The Coordinator actively represents Kaua'i CC on the UH Serving Military-Connected Students Committee
- Active partnerships have been established with the Kauai Vet Center, the VA Community Based Outpatient Clinic, Veteran Readiness and Education, Kauai Office of Veteran Services, VFW, DAV, US Vets and Kauai Veterans Council, PMRF, HARNG, HANG, Marine Recruiter, and local Army Recruiter
- Faculty and Staff training on Military Culture and working with student Veterans

Veterans Support Services

Demand	2019-20	2020-21	2021-22	2022-23
Headcount of ALL Veteran/Spouse/Dependent Students Enrolled at KCC - Unique	63	80	75	65
Headcount of ALL Students Who Utilized the VSC - Unique	23	31	54	30
Headcount of Visitors to VSC	65	11	64	29
Headcount of People Contacted During Outreach in Community	136	36	129	418
Efficiency	2019-20	2020-21	2021-22	2022-23



Number of Full-Time VA Support	.5	.5	.5	.5
Number of VA Work-Study Support	2.5	3.5	8	5
% of VA Self-Reported that Receive Benefits	86%	77%	77.5%	86%
Effectiveness	2019-20	2020-21	2021-22	2022-23
% Fall to Spring Persistence	86%	68%	51%	73%
% Fall to Fall Persistence	67%	39%	23%	40%

4. Action Plan

[Based on findings in Parts 1-3, How well has the program met the goals from your comprehensive program review and action plan(s)? What changes are you making to your comprehensive program review action plan for the next year? Include external factors affecting the program or unit. Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Specify how the action plan aligns with the College’s Mission and Strategic Plan. Be sure to list resources that will be required, if any, in section 5 below.

* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.]

Disability Services

Ensuring accommodations for self-identifying students with disabilities provides them equal access to education. The Disability Services Office promotes equal access to education for students with disabilities by providing accommodations, such as but not limited to:

- American Sign Language Interpreters for the Deaf, Hard of Hearing, and Hearing Impaired
- Priority Registration
- Preferential Seating
- ADA desks and chairs
- Distraction-reduced testing
- Testing in alternative formats
- Extended testing time
- Note takers
- Learning Materials and Texts in alternative formats)

Consistency of program service delivery and acquiring baseline data being gathered appears to be influential to program effectiveness. The DS office will continue to identify the data required to assess the services being provided adequately.

The Student Support Counselor has collaborated with Counseling and Advising to provide onboarding services to incoming students. Outreach and collaboration with high schools to ensure that students are aware of specific opportunities at KCC also continue to be a focus.



The next CPR will be completed in Fall 2026 for both programs. Two new action plan goals have been developed and implemented from now until the next CPR date.

Goal: Assist self-identified students with disabilities in receiving reasonable accommodations and seeking college and community resources. (Imperative S).

Activity: Provide academic accommodations for all self-identifying qualified students while networking with campus and community resources to ensure a reliable referral network.

Unit of measure, benchmark and goal: The headcount of students receiving disability support services and referrals to campus and community resources are the units of measure. The benchmark is 140 students, who were provided services and 39 referrals were made to campus and community support services. This AY the headcount of students receiving disability support services was 150 and 105 referrals were made. The Disability Services Office has continued to grow in its service delivery over the past two years. The goal is to meet or exceed the number of students serviced and referrals made for 2022-2023.

Goal: To increase our campus community awareness and understanding of academic accommodations and disability services (Imperative S).

Activity: Collaborate with the Professional Development Coordinator to provide campus professional development training with faculty and to provide classroom presentations on disability services each semester.

Unit of measure, benchmark, and goal: Unit of measure is the number of professional development training and classroom presentations provided. The benchmark is two campus professional development trainings and four classroom presentations. During this APRU cycle, one professional development training and four classroom presentations were provided. The program goal is to meet or exceed the number of baseline presentations for 2023-2024.

Veteran Support Services

With a dedicated Veterans Counselor, the enrollment and services provided to student veterans are projected to increase. This position has taken on the responsibility of community outreach and providing one-on-one assistance to the veteran population. Students knowing that the VSC is accessible and staffed has encouraged students to utilize the space more often. Collecting adequate data related to the services provided by the VSC continues to be a focus.

Goal: To increase veteran community collaboration and outreach (Imperative S).

Activity: The Veteran Support Counselor will collaborate with veteran community organizations to increase community outreach contacts.

Unit of measure, benchmark, and goal: The unit of measure will be the number of veteran community contacts made and the number of veteran outreach events provided annually. Baseline information was collected in AY 2020-2021 where 36 veteran community contacts were made and one veteran outreach event was held. During AY 2022-2023, 418 community contacts were made and 18 outreach events were participated in. The program goal is to meet or exceed the baseline number of contacts and events for 2023-2024.



Goal: To provide additional support services to all student veterans who attend the VSC (Imperative S).

Activity: Utilize the PAVE Program and data management system to identify individual services provided. Through the PAVE system campus outreach and activities will be coordinated and delivered for students through the VSC to utilize the services available.

Unit of measure, benchmark, and goal: The unit of measure will be the headcount of all students who utilize the VSC. The benchmark data obtained in AY 2020-2021 was 31 students utilized the VSC. AY 2022-2023 30 students utilized the VSC. The program goal is to meet or exceed the benchmark number of students who utilized services through the VSC in AY 2023-2024.

5. Resource Implications

[Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support Action or Perkins plans.]

*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.]

Disability Services:

Financial Resource Implications

While providing accommodations for students, free and available resources are always utilized before obtaining paid services. For the past two semesters, the DSO has been utilizing [Natural Reader](#) as a free text-to-speech resource. Licensing has changed and their free version is only available for 5 minutes per month. Collaboration with the English Department has shown that this resource has been utilized across the campus. It's being requested to purchase a group license (\$199/per year) or even a site license.

Veteran Support Services:

Physical Resource Implications

As the Veteran Support Program continues to grow on campus the need for a larger physical space to house our veterans and support services is needed. We currently have sufficient space for 4-5 students at one time and we have regularly been experiencing 8-9 military-connected students per day. Two of our largely desired services are providing a space for veteran comradery while also providing a quiet study space. Both of these services are not compatible at the same time in our current space. Another aspect of this request is to provide an ADA-compliant space for this population who experiences a higher need for ADA accessibility.

Veterans Support Center Coordinator (or VSC Coordinator)



Currently, the Veterans Support Counselor is managing this job as well as the full-time position of the Disability Services Office. This position is highly needed to provide office coordination and to allow the Veterans Support Counselor to focus on the specialized coordination of the Veterans Support Center with the campus Certifying Official, outreach, community collaboration and faculty member duties. In regards to responsibilities, having a VSC Coordinator will provide:

- Manage and supervise VA work-study students (PAVE student advisors), as well as being the Site Supervisor responsible for the VA Work Study Program. The responsibilities entail application, hiring, and contract management of the hired student employees; managing submission of timesheets for students; training students and overseeing student employee issues.
- Assist with coordinating projects, activities, and events for the veterans population
- Manage a VSC Survey for evaluation purposes
- Manage the VSC computer/technology equipment (PC laptops, desktops, & printers) and submit work order requests to the IT Help Desk
- Oversee the VSC environment, including equipment and materials in the VSC, such as chairs, tables, kiosks, shelving, community resources, etc...
- Assist the Veteran Support Counselor with coordinating and participating in outreach activities and VA community networking events
- Assist and participate in advising the Student Veterans of America Club
- Provide any additional support to the Veteran Support Counselor