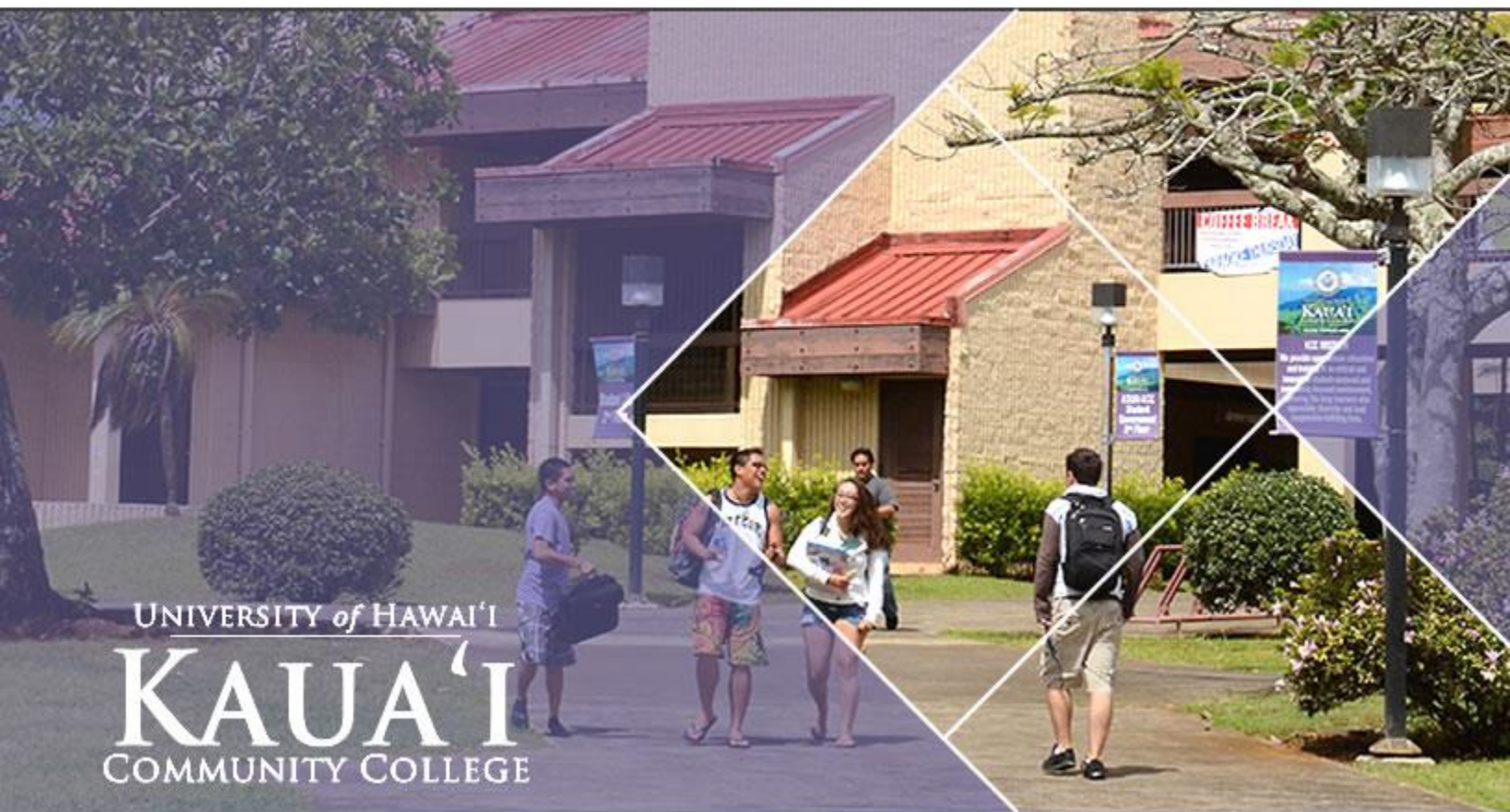


ANNUAL
REPORT OF PROGRAM DATA
2023



UNIVERSITY of HAWAI'I
KAUA'I
COMMUNITY COLLEGE



2023 Annual Report of Program Data University Center

1. Program or Unit Mission

Through comprehensive local student-centered support and advocacy for the higher education needs

The University Center supports the college's mission by promoting online and hybrid programs that are available through the University of Hawai'i System. We support all Kaua'i residents interested in pursuing higher education while staying on Kaua'i. Graduates positively contribute to the workforce and education attainment of Kaua'i residents and our world.

2. Program Student Learning Outcomes or Unit/Service Outcomes

Service Outcome 1: Survey respondents will give a net promoter score of 5 or above (Excellent) on the Student Evaluation Survey. Desired Outcome = 90%.

Results from 2022-2023: N = 7 individuals. 100% of survey respondents gave a net promoter score of 5 or above.

Action Plan Implemented 2022-2023: Linked survey in STAR Balance thank you email and offered a small incentive for completing the survey.

Closing the Loop: Although there was a slight increase in survey respondents (FY 2022 N = 4), a better strategy will be developed in 2023-2024 to encourage students to complete the survey to inform continuous improvement of UC services, as needed.

Service Outcome 2: The UC staff promotes the UC services and distance education supported programs to at least one campus or community group per month. Desired Outcome = at least one campus or community group per month.

Results from 2022-2023: The UC participated in one to three events each month from June 2022 - May 2023.

Action Plan Implemented 2022-2023: Conducted outreach to a campus or community group each month.

Closing the Loop: By promoting UC services and distance education supported programs the UC has increased its awareness on campus and in the community. Staff provides follow-up with

individuals and/or groups requesting more information and continues to track the number of contacts. The UC will reassess this PSLO in 2023-2024.

Service Outcome 3: Promote distance education programs supported by the UC that align with high school pathways.

Results from 2022-2023: Attended Pathway Mapping Workshops: Part I 11/3/2022 and 11/4/2022 and Part 2/24/23. Desired Outcome = attend initial pathway mapping workshops and trainings.

Action Plan Implemented 2022-2023: Participated in the collaboration and development of pathway mapping.

Closing the Loop: As the campus continues conversations and further develops pathway mapping, the UC will continue promoting distance education programs that align with high school pathways and participate in pathway development.

3. Analysis of the Program/Unit

| Demand | 2021 | 2022 | 2023 |
|--|------------------|------------------|------------------|
| Initial Contacts (Unduplicated first contacts)* | 274 ^a | 86 ^a | 311 ^a |
| Number of Successive Contacts (more than once)* | 296 ^a | 214 ^a | 150 ^a |
| Number that Applied to UC Supported Programs | 125 | 109 ^b | 87 |
| Number of Students Worked with that Applied to UC Supported Programs | 21 | 49 | 27 |
| Percent of Students Worked with that Applied to UC Supported Programs | 17% | 45% | 31% |
| Number of Students Enrolled in UC Supported Programs (Unduplicated by Fiscal Year)* | 251 | 247 ^b | 218 |
| Percent of Students Enrolled in UC Supported Programs by Certificate and Degree Programs (Unduplicated by Fiscal Year) | | | |
| <i>Certificate Programs (2 year and 4 year)</i> | 2% | 3% | 2% |
| <i>Associate's Degree Programs</i> | 17% | 19% | 16% |
| <i>Bachelor's Degree Programs</i> | 60% | 60% | 64% |

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| Demand | 2021 | 2022 | 2023 |
|---|-------------|-------------------|-------------|
| <i>Post-Baccalaureate & Graduate Certificate Programs</i> | 4% | 5% | 4% |
| <i>Master's Degree Programs</i> | 16% | 14% | 11% |
| <i>Doctorate & PhD Degree Programs</i> | 2% | 2% | 2% |
| Number of Students Worked with Enrolled in UC Supported Programs | 45 | 108 | 95 |
| Percent of Students Worked with Enrolled in UC Supported Programs | 18% | 44% | 44% |
| 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) | 179,873 | 160,616 | 150,143 |
| SSH for Kaua'i Students in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Degrees) | 4699 | 4347 ^b | 3639 |
| 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) | 3% | 3% | 2% |
| Percent of SSH by Certificate and Degree Programs for Kaua'i Students in UC Supported Programs not Offered on Kaua'i | | | |
| <i>Certificate Programs (2 year and 4 year)</i> | 4% | 3% | 17% |
| <i>Associate's Degree Programs</i> | 1% | 1% | 1% |
| <i>Bachelor's Degree Programs</i> | 4% | 4% | 4% |
| <i>Post-Baccalaureate & Graduate Certificate Programs</i> | 6% | 7% | 7% |
| <i>Master's Degree Programs</i> | 4% | 3% | 4% |
| <i>Doctorate & PHD Degree Programs</i> | 3% | 1% | 2% |
| SSH for Students Worked with in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees) | 829 | 1820 | 1684 |

2023 Kaua'i Community College ARPD
 Program: University Center

| Demand | 2021 | 2022 | 2023 |
|---|-------------|-------------|-------------|
| Percent of SSH for Students Worked with in UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate and Graduate Degrees) | 18% | 42% | 46% |

| Efficiency | 2021 | 2022 | 2023 |
|--|-------------|-----------------|-------------|
| Number of Students that Transfer from KCC into UC Supported Programs | 79 | 79 | 57 |
| Number of Students Worked With that Transfer from KCC into UC Supported Programs | 20 | 44 | 19 |
| Percent of Students Worked with that Transfer from KCC into UC Supported Programs | 25% | 56% | 33% |
| Grand Total SSH for KCC Students | 21840 | 17636 | 18428 |
| SSH for Students that we Recruit into KCC | 3147 | 2052 | 3732 |
| Percent of SSH for Students that we Recruit into KCC | 14% | 12% | 20% |
| Number of UC Supported Programs not Offered on Kaua'i (Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees)* | 62 | 62 ^b | 53 |

| Effectiveness | 2021 | 2022 | 2023 |
|--|-------------|------------------|-------------|
| Number of Students who Graduate from UC Supported Programs Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees (Fall and Spring)* | 70 | 63 ^{bc} | 60 |
| Number of Students Worked with who Graduate from UC Supported Programs Certificates, Associate's, Bachelor's, Post-Baccalaureate, and Graduate Degrees (Fall and Spring) | 7 | 24 | 30 |
| Percent of Students Worked with who Graduate from UC Supported Programs Certificates, Associate's, Bachelor's, Post | 10% | 34% | 50% |

| Effectiveness | 2021 | 2022 | 2023 |
|---|------|------|------|
| Baccalaureate, and Graduate Degrees (Fall and Spring) | | | |

*Used in calculating health call metrics

^a Recalculated number of contacts to include historical data from the last three years

^b Included 4-Year and All UHCC DE Programs

^c Included Summer graduates beginning this AY

The overall trend is a decline in demand across four main areas (contacts, applied, enrolled, and SSH), except for the following three metrics. The first is the number of initial contacts has increased from 274 students in FY21 to 311 students in FY23. Secondly, the number of students the UC worked with that enrolled in UC supported distance education (DE) programs has increased from 18% students in FY21 to 44% in both FY22 and FY23. Finally, the percentage of SSH for students worked with enrolled in UC supported (DE) programs increased from 18% in FY21 to 42% in FY22 and 46% in FY23. However, there was a slight decline in the actual SSH for students worked with from last year, 1820 in FY22 to 1684 in FY23.

For the efficiency of the program it is important to highlight the revenue UC students contribute to the college. In FYs 21 and 22, UC students completing transfer program requirements prior to enrolling into a UC supported DE program comprised 12% - 14% of Kaua'i Community College SSH. This increased to 20% in FY23. Overall, there appears to be an overall decline in students enrolling in UC supported programs at the three UH universities, with the largest occurring at UH Manoa (FY21: 526, FY22: 516, and FY23: 380). Of further concern is the decline in community college students transferring into UC supported programs (N = 79) in FY21 and (N = 57) in FY23.

The UH System has created DE programs that are accessible to neighbor island students. Overall, there has been a gradual decline in the number of UC programs not offered on Kaua'i with student enrollments. In FY21 and FY22 there were 62 certificate, associate, bachelor, post-baccalaureate certificate, master, and doctorate programs with Kaua'i student enrollments, while in FY23 there were only 53 programs.

The effectiveness of the UC partnership is evident by the number of annual graduates. Over the past three years, 193 students have earned a degree, via distance education, that was unavailable from Kaua'i CC. This positively contributed to the workforce and education attainment of Kaua'i residents. The number of graduates that UCs directly worked with increased from 10% in 2020-2021 to 34% in 2021-2022 and 50% in 2023.

A strength of the UCs is that they are turf-neutral, meaning staff work with students to identify their best option based on their past experiences and future educational/career goals and broker opportunities that are available across the 10 campus system. UCs are also able to offer individualized support to students to help them persist.

Areas for improvement are the UCs would like to re-establish relationships with partner UH campuses and collaborate on distance education initiatives to ensure neighbor-island perspective is

included in discussions and plans. It has been two years since the UCs developed a strategic plan that requires broad support from the UH System. Recommendations included a name change, i.e., UH Distance Education Program Support Center, and/or expansion of duties (e.g., becoming part of a UH Transfer Center at our home campus) to better describe their function and role in the UH educational pipeline, which requires updates to dated UH policies RP 5.215 and RP 5.204 .

Our analysis of the program indicates the UC is on-target to achieve the goals stated in our last CPR as described above. No program changes have occurred in 2022-2023. In 2022-2023, a goal was to increase the number of postsecondary distance education programs through advocacy. The unit of measure was two new programs that align with the 2022 survey findings. The benchmark was 60% (62 out of 103) of programs students enroll in. This action plan supports strategic imperatives K, S, and W. The desired outcome was at least two new programs developed by UH partners that support community needs.

Through a federal Title III collaborative grant with UHWO, a BEd in middle-level and secondary-level education, English was developed. This action plan will be continued in 2023-2024. A challenge in recruiting students from Kaua'i into their secondary education programs is that LCC is the only community college in the UH system that offers an AST DE program in which students need to complete their lower-division teacher education requirements prior to applying to the UHWO's secondary education programs. For this reason, a grant is currently underway to support the development of a hybrid AST program at Kaua'i CC for students interested in pursuing teacher education while living on the island.

A second goal was to increase visibility in the Kaua'i community through effective outreach efforts. The UC staff made monthly visits to four of the local public library branches on Kaua'i including Līhu'e, Kōloa, Hanapepe, and Waimea. In addition, we presented to Kawaikini Public Charter School, Gather FCU employees, and participated in community events such as the Salvation Army Resource Fair, Tropic Care, and Kaua'i County Job Fair. UC will reassess the effectiveness of outreach efforts in 2023-2024 to develop and implement new strategies for this action plan. Of note, UC website hits increased from 1,763 last year to 2,255 in FY 23.

4. Action Plan

Goal 1: Increase the number of Postsecondary distance education programs through advocacy. Benchmark: 60% (62 out of 103) programs students enroll in. Desired Outcome: At least two new programs developed by UH partners that support community needs. In progress. 1) BEd, Middle-level Education, English, UHWO. 2) Secondary-level Education, English, UHWO approved for development and implementation. UH Strategic Imperative: K and S. Unit of Measure: Develop two new programs that align with the 2022 survey findings.

Year Implemented: AY 2022-2023 and 2023-2024

Goal 2: Promote distance education programs supported by the UC that align with high school pathways. Benchmark: Zero pathway programs developed from high school to UC

supported programs. Desired Outcome: Develop pathway maps for each career pathway at the three public high schools (number varied by high school). UH Strategic Imperative: S and W. Unit of Measure: Number of pathways marketed to high school students. Year Implemented: AY 2023-2024 and AY 2024-2025

Goal 3: Leverage UH 4-year distance education partnerships. Benchmark: Grant supported UHWO position, UH DE committees (N = 0). Desired Outcome: Permanent UH position in UC and increase number of committees of which UC staff serve and participate. In progress. UC on one system DE committee. UH Strategic Imperative: S. Unit of Measure: 1 position and service on at least two UH DE committees.

Year Implemented: AY 2023-2024 and 2024-2025 and 2025-2026

Goal 4: Align with the new UH/UHCC's strategic plans and revised policy to increase and improve distance education opportunities for Kaua'i residents. Benchmark: UH PPIS - [RP 5.215](#). Desired Outcome: Expand UC services to the UH System. In progress. Policy being discussed at multiple levels within UH UH Strategic Imperative: S. Unit of Measure: TBA.

Year Implemented: AY 2023-2024 and 2024-2025 and 2025-2026

Goal 5: Explore opportunities to support transfer to UH distance education programs. Benchmark: No transfer center currently exists. Desired Outcome UH 4-year Transfer Advisor. In progress. Grant funding received to pilot UHWO transfer advisor at KauCC UH Strategic Imperative: S. Unit of Measure: 1 position.

Year Implemented: AY 2024-2025

Goal 6: Increase visibility in the Kaua'i Community. Benchmark: % of 2022 survey respondents who know about the UC. Desired Outcome: Increase percentage. 54% of residents were aware of the UC. Will reassess effectiveness in outreach efforts with the 2025 follow-up survey. UH Strategic Imperative: S and W. Unit of Measure: 2025 follow-up community survey.

Year Implemented: AY 2023-2024 and 2024-2025

These recommendations for improvement or action will guide our University Center program until the next Comprehensive Review by providing our next steps toward promoting UC services and distance education programs, aligning with community needs, and leveraging our partnerships with UH campuses and the system to support higher education attainment of neighbor island students.

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.]

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Program: University Center

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