



2020

ANNUAL REVIEW OF PROGRAM DATA



Counseling and Advising



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

1. Program or Unit Description

The mission of Kauai Community College Student Affairs is to increase students and community access to higher education and training and creates an environment that empowers students to take responsibility for their success.

The Counseling and Advising Office is the primary academic advising center at Kauai Community College. The office provides mandatory advising for all new students and encourages all students to follow-up with a second advising appointment. The counseling office also provides follow-up support to students who experience academic difficulty throughout the year. Along with the exploration of transfer degree programs, career exploration, and guidance to achieve their academic goals.

The Academic Counselors are liaisons with the academic departments and high schools. In this role, counselors offer support and guidance to academic departments lending student-centered insights into curriculum development and course scheduling. Counselors have an active role in the high schools and with the returning adults initiative.

2. Analysis of the Program/Unit

Demand

For the last three years, counselors assisted high school students from 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, user name, placement testing, and registration assistance at their high school. In 2019 four hundred and fifty-nine students participated in the activities. Due to covid last year, students completed placement online and registered by zoom. We are also adjusting our high school efforts for 2020-2021 to be a virtual experience. Overall our enrollment increased 28% for the three public high schools with a total of 178 student enrollment for 2020.

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Item Number	Demand Indicators	2017 - 18	2018 - 19	2019 - 20
1	Annual Headcount ALL Students	1,752	1,860	1,788
2	Annual Headcount NH Students	560	591	541
3	Actual Percent Change from Prior Year ALL	2%	6%	-4%
4	Actual Percent Change from Prior Year NH	8%	6%	-8%
5	Annual Headcount of Recent Hawaii High School Graduates	187	166	201
6	Percent of Service Area's Recent High School Graduates	28%	23%	28%
7	Annual Headcount of Students 25-49 Years Old	436	398	417
8	Annual Headcount from Underserved Regions	68	63	98
9	Annual Headcount in STEM programs	118	148	160
10	Fall New Students	524	691	589
10b	Transfers Students	71	69	74
10c	Continuing Students	603	565	520
10d	Returning Students	89	104	115
10e	Home Campus Other	59	57	75
11	Spring New Students	395	462	394
11b	Transfers Students	45	40	42
11c	Continuing Students	775	714	740
11d	Returning Students	58	58	58
11e	Home Campus Other	75	84	102

ADA Resources: <https://www.kauai.hawaii.edu/disability-services>

Efficiency

Student Appointments by Term and Student Type 2019-2020

*This number indicates duplicated appointments

Student Type	Fall Enrollment	Spring/Summer Enrollment	STAR Balance	Grand Total
Continuing	981	784	144	1909
First- Time	886	36	109	1031
Other	403	367	87	857
Returning	234	59	37	330
Transfer	227	90	34	351
Unknown	0	0	62	62
Grand Total	2731	1336	473	4540

Counselors meet with various student types as indicated in the above table. The table is an account for the number of appointments for the counseling department by term. It was determined that as part of a measurement of demand, the ratio of student headcount to student appointments be counted. This ratio is 4,540 (number of appointments): 1,788 (number of students) = 2.5. Moving forward, this ratio will be considered for demand.

The [APRD](#) efficiency indicators speak to Pell Participation, which is something Counseling and Advising do not directly impact. We do, however, have an indirect impact by sharing information with students on applying for FAFSA. In every packet we make for all new students, we include information about Financial Aid and Scholarships. We help students with SAP appeals, concurrent enrollment forms, academic plans for financial aid, and we highly encourage students to speak with us before withdrawing from any classes.

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12	Pell Participation Rate ALL Students	47.3	49.2	46.4
13	Pell Participation Rate NH Students	50.7	54.5	47.9
14	Number ALL Students Receiving Pell	476	454	429
15	Number NH Students Receiving Pell	182	177	145
16	Total Pell Disbursed ALL	1,500,288	1,466,636	\$1,414,826
17	Total Pell Disbursed NH	549,038	571,539	473,038
18	Overall Program Expenditures	Not Reported	Not Reported	Not Reported
19	General Funded Budget Allocation	Not Reported	Not Reported	Not Reported
20	Special/Federal Budget Allocation	Not Reported	Not Reported	Not Reported
21	Cost Per Student	Not Reported	Not Reported	Not Reported

Efficiency indicators are measured by the number of student appointments documented and categorized by student type. Each new classified student is required to meet with an academic advisor before submitting registration. As displayed in the chart below 2019-20 the Counseling and Advising department had a total of 2,731 scheduled appointments. Scheduled appointments are recorded student contacts captured in our online scheduling tool Starfish Retention Solution also known as MySuccess. In recent years we have recognized a trend that these 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.

In the school year, 2020-21 UH System announced the termination of the MySuccess contract (ending June 2021) in replacement of UH own program STAR Balance. We tried to capture the transition period of the two tracking systems as reflected in the chart by separating the STAR Balance data from our last tracking system MySuccess. We are currently working closely with the Institutional Research office to implement data points to

accurately capture scheduled appointments. We are working on solidifying those data points and that is why you see an "unknown" category. As we gather a better understanding of the new data points collected in STAR Balance.

The system is not accurately tracking, specifying MySuccess data official student appointment. Counselors have realized student contact is going untracked and look forward to trackable information "Office Appointments" we recognize there are gaps in recording student contacts. Counselors need an enrollment management system to help track student contact. There are more student contacts that have not been recorded.

It was determined that as part of a measurement of efficiency, the ratio of student headcount to counselor FTE be counted. In 2019-2020, we had 1,788 students and 5.5 academic advisors which is a 325:1 ratio. Moving forward, we would like to use this ratio as an efficiency indicator. Other campuses are working on increasing their ratios due to the systems request of 325 students to each counselor. Kauai CC meets the system ratio requirement of 325 to 1.

Effectiveness

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. The MySuccess program works when faculty raise a flag of concern, and counselors reach out to students helping them find ways to be successful. In 2019 students did better than in 2018, the persistence measure went up by 3%. Persistence may have improved because of the support services with tutoring, MySuccess, Hale Malama, and the Career Center.

In 2018, 343 students graduated, which is higher than the previous year by 132 students. The number of graduates dropped in 2019, with 53 fewer students graduating. The transfer numbers have continually increased over the last three AY years.

Student transfer has increased because of the Kaieie program. The Kaieie program is a transfer MOU with UH Manoa where students can be dual enrolled. Automatic transfer

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benefits students by reducing the application process and fees, making it a smoother transfer process.

Item Number	Effectiveness Indicators	2017 - 18	2018 - 19	2019 - 20
26	Persistence Fall to Spring ALL Students	71%	67%	70%
27	Persistence Fall to Spring NH	69%	64%	73%
28	Degrees & Certificates Awarded ALL	211	343	290
29	Degrees & Certificates Awarded NH	60	126	87
30	Degrees & Certificates in STEM ALL	13	26	19
31	Degrees & Certificates in STEM NH	1	4	5
32	Transfers to UH 4-yr ALL	80	82	89
33	Transfers to UH 4-yr NH	23	25	28

We used several types of data collection which include the [Student Survey](#).

Item Number	Question from Survey	2018-2019 n=89	2019-2020 n=190
1.	My counselor was personable, friendly and got to know me as a person	90%	96%
3.	My counselor was knowledgeable	89%	95%
4.	I accomplished the goal of my visit.	93%	95%
5	My counselor met my needs	90%	94%
7.	I can identify the next steps toward my educational / career goal.	93%	94%
8.	I would recommend my counselor to others	83%	94%
11.	I am aware of the resources and information that will help me succeed.	95%	93%
	How many times did you interact with this counselor?	46% 2-3 times 19% 1X	7% 7+X 27% 3-6X 46% 2-3X 13% 1X

Snapshot of parts of survey.

Multiple efforts are made to obtain feedback from student interaction with the counselors and advisors to gauge our effectiveness. Students are able to 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. All survey responses are received by the Institutional Research and Analysis Office to maintain integrity. We seek to measure our effectiveness by asking questions about the students' experiences, topics of discussion, how they interacted with us, and the Net Promoter Score (Would they recommend this counselor to others?). Our net promoter score was 94%.

Moving forward we will use this indicator as part of our effectiveness indicators. Counselors interactions with students correlate with retention, persistence, graduation, goal attainment, and transfer. We found that 46% of respondents report meeting with their counselor 2-3 times, while another 27% report meeting with their counselors 3-6 times. For the majority of our caseload, we are seeing 80% of the students more than one time. This points to our efforts to increase mandatory counseling appointments both first and second semester.

We are working on revising the survey process. We have provided the link to students when they make the appointment, we will work with our student workers for the follow up students completing the survey. The next CPR for counseling and advising is 2021.

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.

3. Program Student Learning Outcomes or Unit/Service Outcomes

PSLO	Assessed	Findings	Implementations to Improve	A possible performance for a change	Aligned with KCC Strategic Goals
Increase the number of completion rates of Associate Degree, Certificate of Achievement, transfer, and personal & professional development goal attainment.	yes	Decreased by 53 students	Counselors to meet with students at least one time per semester. and more if needed	Review students STAR for possible errors in course pathway for grad pre-check	yes
Increase the number of transfers	yes	Improved by seven students	Counselors will continue meeting with students at midterm and sending our transfer information.	Develop an online transfer plan	yes
Increase retention	yes	Increased by 3%	to meet with students at least one time per semester and more if needed	Continue to support students	yes
Increase number of high school students enrollment	yes	Increased by 35 more students	Continue onboarding with high schools	Develop an online onboarding system	yes

Action Plan

The Counselors continue to actively support the mission and goals designated by the UHCC System, Institution, and ISS committee. We are currently developing and executing the 4th year of the Find Your Future onboarding initiative and are currently adjusting our programming to “onboard” our local highschool seniors utilizing virtual formats.

The UHCC system has recently drafted a Counseling Charter document which includes specifications for ideal Counselor to student ratios and a statement regarding the use of a Case Management model.

Case Management

The counselors support the development of a Case Management student tracking system which is a requisite in implementing a Case Management model. Case Management has been mentioned as a goal in campus strategic plans and such a model would provide accountability for each student and/or prospective student throughout the entire student journey. Student tracking has been a constant challenge for the counseling department as there has been no support or resources secured to develop a comprehensive system. At the present time, student data collection is limited to tracking official appointments scheduled through Star Balance. The reality of student-counselor contacts at Kauai Community College range from pre-enrollment (Early College, Running Start, HS Onboarding, Returning Adults, New Non-Traditional students, etc.) throughout the continuum from Access thru Completion. The necessity of developing a more robust and comprehensive student contact tracking system is mentioned as a deficiency in providing evidence of student contacts for first and second-year students. It has been the posture of counselors to support students utilizing case management concepts, working to provide “just in time” and “wrap-around services” to students in helping them develop, plan, and then working to meet their specific goals. The counseling group has started developing

and testing a data intake instrument utilizing Google Forms with the hope that this study may enhance a buildout of a Case Management tracking system which will be developed in STAR.

On-Boarding

The counselors are building upon our successes with onboarding high school students. Lessons gained through participating in the P-20 sponsored 6 to 16 Initiative and the Nudge texting campaign with Waimea High School have provided a baseline understanding of the process and best practices in facilitating our high school onboarding programs. The counselors have met with our high school partners and academic programs to develop our planning timeline for the fourth annual #Findyourfurniture program which is being adapted to a virtual format. The Find Your Future “kickoff” event is being planned for early January with the rest of the onboarding activities: Applications, Financial Aid, Testing, Advising and Registration to follow. The goal of registering the majority of these high school students before they graduate in late May is still the hallmark of this intervention.

Transfer Students

The counselors have worked with Vice-Chancellor Sanchez to launch a Transfer Website which contains some basic links like the Kaieie, Auto Admit, and the Western Governors Passport programs which are designed to provide seamless matriculation to transfer institutions. The counselors are committed to continuously improve this website which provides student access to online resources available within the UH system. Examples of resource sites are the UHM, UHH, UHWO Program Sheets sites, UH Transfer Database, Western Undergraduate Exchange site, Peterson’s Guide to Colleges, and other appropriate resource sites.

45 Credit Completion Follow-up

The counselors will continue active follow-up with students who have completed 45 plus credits towards degree completion. This intervention provides added assurance that students will understand their options regarding program completion with the goal of timely

completion. Reverse Transfer (Awarding degrees post-transfer within the UH System) and Auto Admissions (Automatic acceptance to UH 4 year institutions for those near completion of Community College degrees) programs are not presented to students who are not on the filtered "list", hence do not receive an invitation to participate in these programs. Each semester, a number of students are identified by counselors and manually added to the Auto Admissions list.

5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

NOT requesting additional resources for my program/unit.