

Kauai Community College Comprehensive Program Review

Program Name: Admissions and Records Office

Assessment Period: 2011 - 2016

College Mission Statement:

Kaua'i Community College provides open access education and training in an ethical and innovative student-centered and community-focused environment, nurturing life-long learners who appreciate diversity and lead responsible and fulfilling lives.

Program Mission Statement:

The Admissions and Records Office is committed to recruit, admit and enroll students of various backgrounds and diverse populations.

Part I. Executive Summary of Program Status

No previous program review recommendations available

Part II. Program Description

The Admissions and Records Office maintains, preserves and disseminates student academic records and provides services to students, faculty and staff at Kauai Community College. Productivity includes the following:

- process admissions applications
- collect and distribute transcripts
- process enrollment and degree verification requests
- petition and award applications for graduation

In addition, the Admissions and Records Office provides the following services:

- develop and publish the Academic Calendar
- certify students receiving Veteran's Administration Educational Benefits
- monitor the status and registration of International Students
- manage the transcript evaluation process
- report enrollment to the National Student Clearinghouse
- provide outreach services to high school counselors and students

The service outcome for the Admissions and Records Office is to provide a clear, systematic process by which students may apply for admissions, receive transfer credits and register for Kauai Community College courses. We strive for efficient and timely processes related to academic records, registration, transcript evaluations, enrollment data and graduation.

Goal 1: Apply for Admissions

- The Admissions and Records Office will provide step-by-step assistance for students completing the online application on the computers available in the office space.
- The Office will perform frequent communication with students whose applications are incomplete and pending.
- The Office staff will collaborate with the Enrollment Management and Marketing Specialist and academic advisors to support outreach efforts at the high schools to assist students in applying to college.

Goal 2: Receive Transfer Credits

- Upon request, students will have their official transcripts reviewed and evaluated following acceptance to Kauai Community College. The final evaluation will be reflected on the student's Star report.

Goal 3: Register for Classes

- The Admissions and Records Office will maintain effective communication with the other units Student Services, including Counseling and Advising, Financial Aid and the Office of the Vice Chancellor of Student Affairs.
- The Admissions and Records Office will collaborate and consult with academic advisors to ensure program and course accessibility.
- The Admissions and Records Office will provide registration services to all high school students participating in the Dual Credit programs, including Early College and the Running Start program.

Goal 4: Increase Certificates & Degrees Awarded

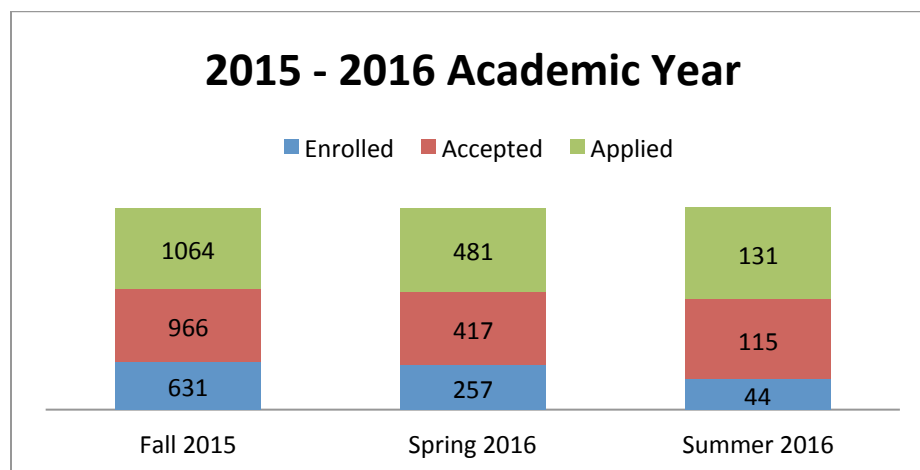
- UHCCP #5.205 Notation of Academic Credentials - Upon students' successful completion of program requirements, the Admissions and Records Office will continue to ensure the notation of academic credentials (certificates and degrees).
- The Admissions and Records Office will continue to implement the Reverse Transfer and Automatic Conferral initiatives.

Part III. Quantitative Indicators for Program Review

In 2010, the University of Hawaii System made available an online application for all ten campuses. In its beginning stages, the online application remained secondary to the paper application form. Therefore, minuscule data was collected to accurately total the number of applications received. Effective Fall 2013, the Admissions and Records Office mandated the submission of the online application.

	Demand Indicators	Academic Year				
		2011-12	2012-13	2013-14	2014-15	2015-16
1	Applications Received			1507	1495	1,676
2	Applications Accepted	1436	1348	1445	1310	1,498
3	Accepted and Enrolled	990	923	949	838	932
4	Yield Rate	68%	68%	66%	64%	62%

Data collection has found that that yield rate for enrollment was consistent throughout the years ranging from 62% - 68%. Historically, the "no show" rate has been roughly 30% supporting the estimated yield rate. During the most recent 2015 - 2016 Academic Year, the Admissions and Records Office received 1,676 online applications and 1,498 (89%) of which were completed and accepted. As a result of incomplete applications and insufficient information, the processing of applications consumes a large amount of production time and workload. Creating acceptance records, trouble-shooting errors in Banner (student management system), collecting health records and maintaining communication with students are all part of the admissions process. The following chart provides a break-down of the applications received and processed:

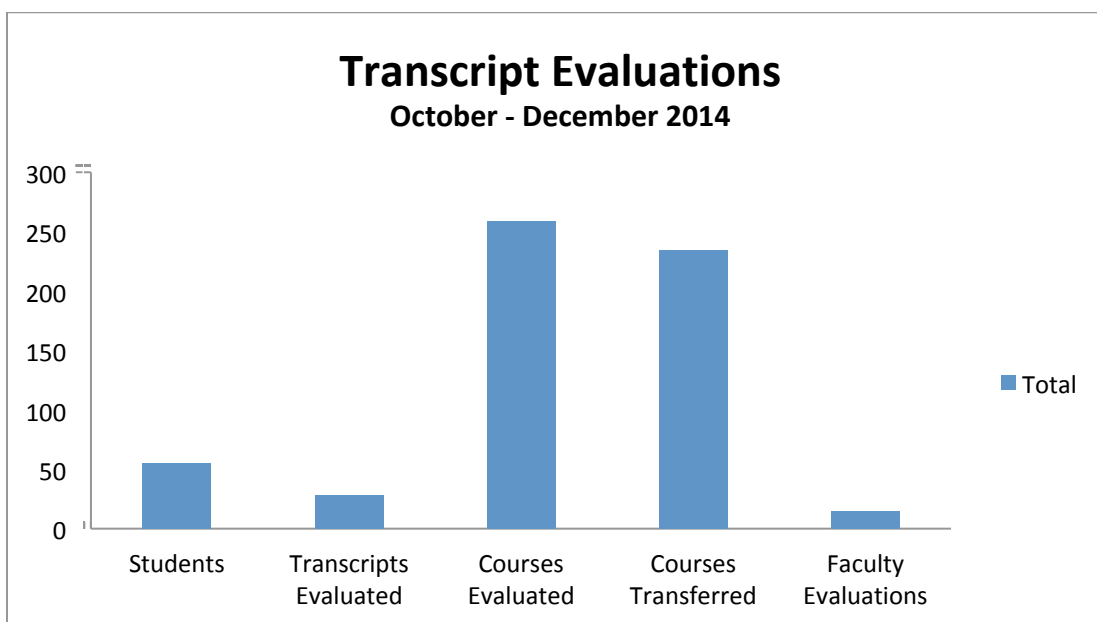


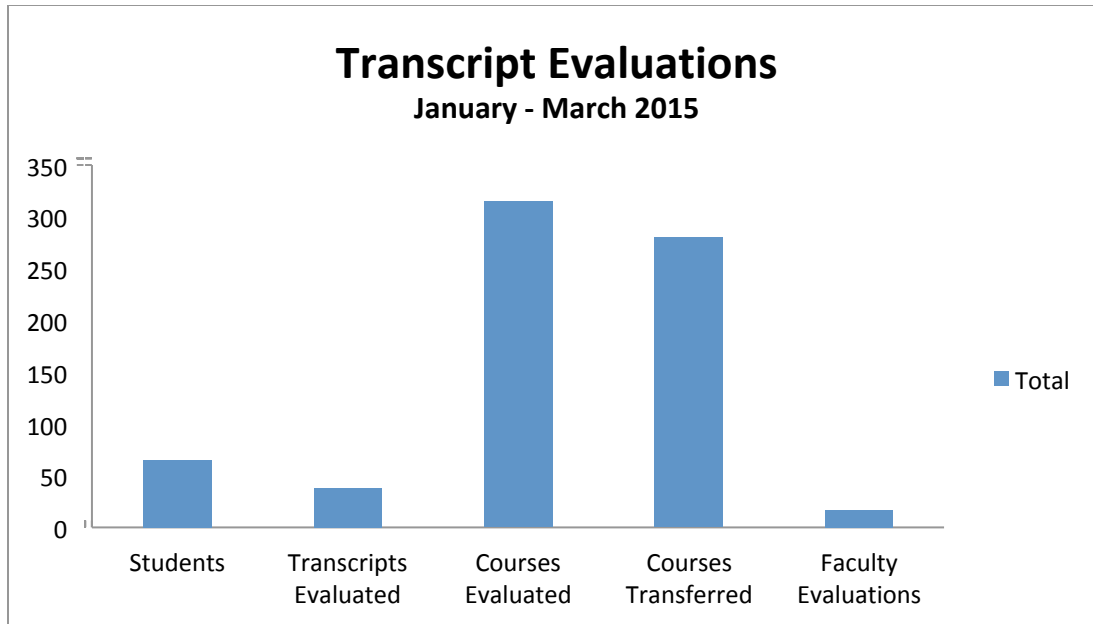
As indicated on the chart, the percent of students accepted during the AY 15/16 ranged from 86% - 90%. Despite this high percentage, we are challenged with the fact that the yield rate for enrollment remains roughly 61% to 65%. During the Fall 2015 semester, 65% of students that were accepted did register for classes. Consequently, 35% of students did not enroll in any classes. Although there is no definitive solution, the Admissions and Records Office will remain committed to providing efficient and timely services.

In 2013, the Admissions and Records Office received support by a grant funded Transcript Evaluator position to provide additional services to students. Quarterly reports were maintained and included the following data:

- Total students serviced
- Total transcripts evaluated
- Total courses evaluated
- Total courses transferred
- Total faculty evaluation requests

The data collected transpired during the reporting period of October - December 2014 and January - March 2015. A summary of the data collected during the reporting periods are provided below:





In June of 2016, the grant funded Transcript Evaluator position was discontinued due to its temporary nature and the time-limited grant. Data collection ceased, however, transcript evaluations continue to be processed by the newly hired Assistant Registrar.

The internal transfer of courses within the University of Hawaii system continues to be performed at the end of every term by the Automated Transfer Articulation Process (aka SZPARTI). The process combines a multitude of steps into a single job submission. Based on specific parameters, the process operates through each campus's articulation database to populate the transferred course(s) on the student's academic record. In order for the process to be effective, it is crucial that the Admissions and Records Office maintains and updates the articulation database.

SZPARTI Results

Term	Students Processed	Courses Transferred
Fall 2014	232	398
Spring 2015	231	394
Summer 2015	52	68
Fall 2015	201	381
Spring 2016	183	337
Summer 2016	51	65

In accordance with the University of Hawaii Community College Policy - Notation of Academic Credentials, the Admissions & Records Office will verify that students have successfully met or will meet program requirements and will award certificates and degrees appropriately. This initiative includes Reverses Transfer and Automatic Conferral. Reverse Transfer is a process in which academic credits for course work completed at one of the University of Hawaii four-year campuses transfer back to the community college to satisfy associate degree requirements. Automatic Conferral is the process in which current students in a declared program (major and degree objective) have completed the requirements for lower level certificates within the program.

Reverse Transfer Results

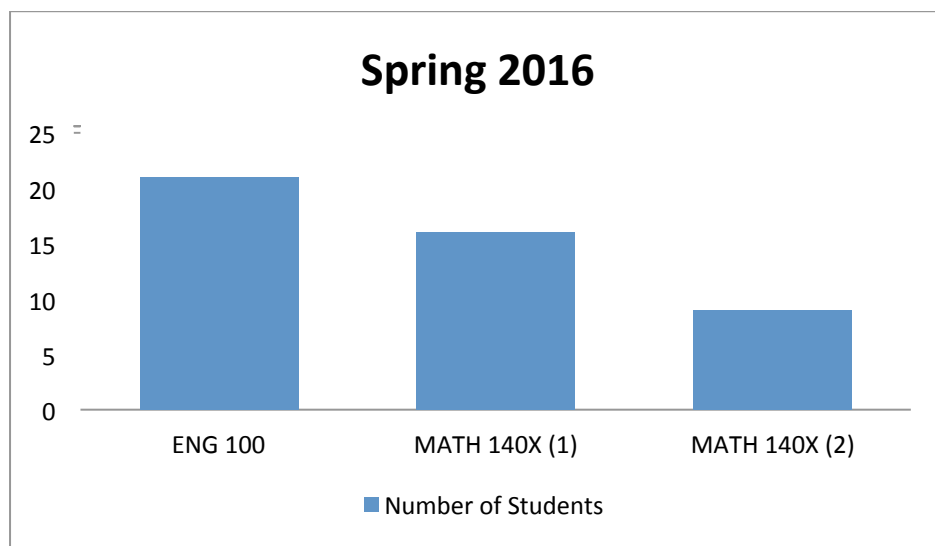
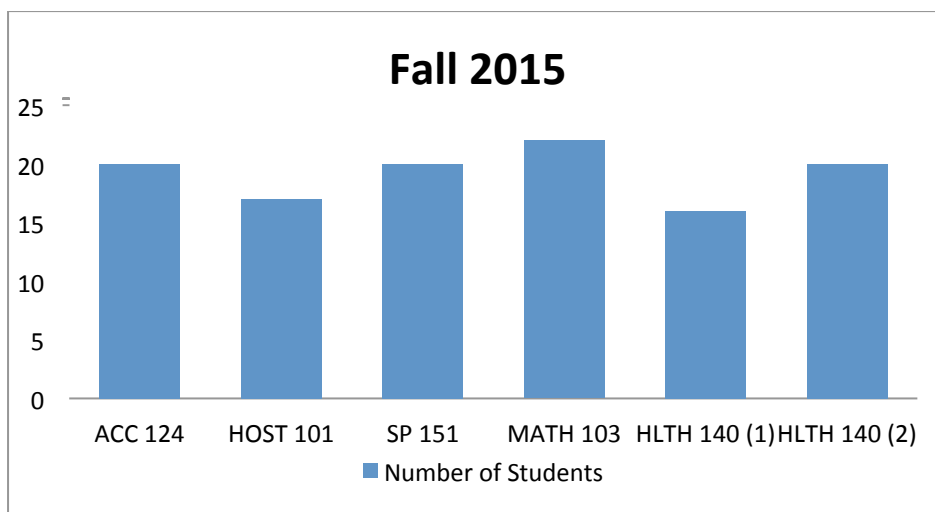
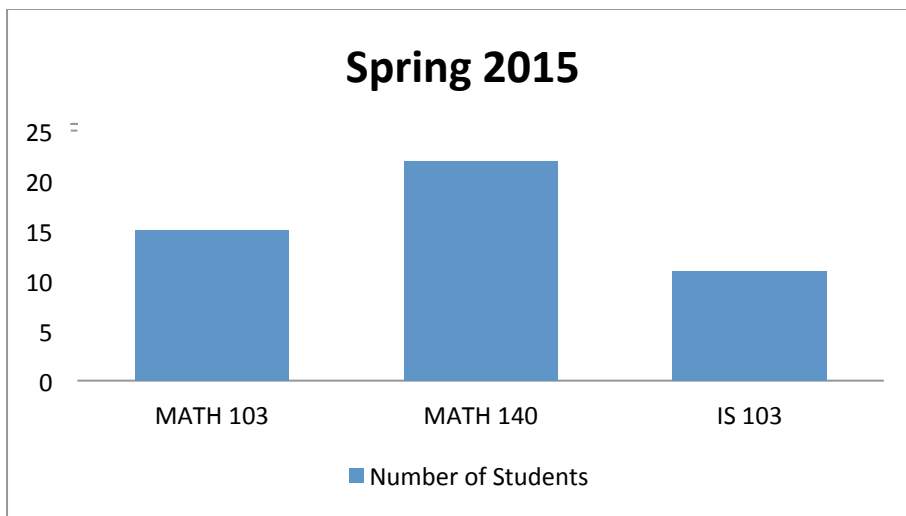
Term	Students Transferred
Summer 2014	21
Fall 2014	10
Spring 2015	10
Fall 2015	22
Spring 2016	7

Auto Conferral

Term	Students Conferred
Fall 2014	78
Spring 2015	39
Fall 2015	55
Spring 2016	49

In an effort to provide high school students with the opportunity to enroll in college-level classes and earn credit toward high school graduation and a college degree, Kauai Community College began to participate in the Early College High School Program. Partnership between the public high schools and Kauai Community College has provided high school-based early college courses, including accounting, English, health, hospitality, mathematics and speech.

The Admissions and Records Office operates as the primary contact for high school counselors and/or liaison, instructors and students. The office staff frequently visits the high school campuses to assist students with the UH System online application and the Dual Credit Application. All required documents are submitted and collected by the Admissions and Records Office and closely monitored by the Registrar. The following charts display Early College enrollment during the Spring 2015, Fall 2015 and Spring 2016 semesters.



As indicated in Goal 4, the Admissions and Records Office is dedicated to increase the awarding of certificates and degrees. During the academic years 2011 - 2016, the number of certificates and degrees awarded remained at a consistent quantity, as seen in the following table:

	Effectiveness Indicators	Academic Year				
		2011-12	2012-13	2013-14	2014-15	2015-16
1	Degrees Awarded	134	149	171	167	167
2	Certificates of Achievement Awarded	60	68	56	72	79
3	Certificates of Competence (CO) Awarded	90	132	140	276	267
4	Certificates of Completion (CC) Awarded	75	107	122	Redescribed as CO	Redescribed as CO
5	Academic Subject Certificates Awarded	3	9	17	13	12

Part IV. Analysis of the Program

Part V. Curriculum Revision and Review

Part VI. Survey results

Part VII. Analysis of Program

Part VIII. Status Report for the prior year requests and Action Plan for next year

Status Report for the prior year requests

Program Goal & Campus Strategic Goal or Priority Alignment	1) KCC Goal 2: Increase completion of degrees and certificates 2) KCC Goal 4: Personal Development
Action Item	1) UHCCP #5.205 Notation of Academic Credentials (e.g. Reverse Transfer and Auto Conferral) 2) Attend W.A.V.E.S. Conference to support student veterans
Resource acquired	1) Star Coordinator, Academic Essentials & Graduation Pathway 2) Airfare, hotel and ground transportation

Outcome(s)	<ul style="list-style-type: none"> 1) The development of all programs in Academic Essentials provides an extensive list of Automatic Conferrals. 2) Goal met
Outcome(s) Evaluation (Improvements made to program based on assessment data)	
Action plan if outcome was not met	

Part IX. Resource Request and Budget Implications

Action Plan and New Resource Request

Program Goal & Campus Strategic Goal or Priority Alignment	<ul style="list-style-type: none"> 1) KCC Goal 6: Diversity 2) KCC Goal 6: Diversity
Action Item	<ul style="list-style-type: none"> 1) Reclassify APT Band A Position - Student Support Specialist to APT Band B Position 2) Create an Admissions Counselor position
Resource(s) Request	<ul style="list-style-type: none"> 1) Salary 2) Salary
Person(s) Responsible and Collaborators	<ul style="list-style-type: none"> 1) VCSA 2) VCSA
Timeline	<ul style="list-style-type: none"> 1) 6-8 Months 2) 1 Year
Indicator of Improvement	<ul style="list-style-type: none"> 1) Increase efficiency, effectiveness and timeliness of office functions and services 2) Increase outreach efforts, e.g. Early College, provide application assistance, clarify exploratory majors
PSLO Impacted	

Current Status	1) Ongoing 2) Ongoing
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Part X. Program Student Learning Outcomes and Assessment