

2024 Annual Report of Program Data Counseling & Advising



1. Program or Unit Mission

Academic Counselors assist and empower students with the development of their academic plan to achieve their personal and life goals.

We serve prospective, new, continuing, transfer (from non- UH campus and UH campus), returning, high school, and non-degree seeking students. We utilize the Student Success Pathway to categorize our work. This framework was adopted by the UH system. As we work with our target populations, the main functions of our positions can be categorized into four main services/functions through the Integrated Student Success (ISS) Pathway network which includes: Connection with potential and current students, Entry to facilitate access to the college including admission, financial aid, placement testing, and Progression and Learning and retaining students to eventual Completion including graduation, transfer to continue education or obtaining a career.

2. Program Student Learning Outcomes or Unit/Service Outcomes

Goal 1: Increase Demand/Enrollment. (Imperative S) Activities:

College Enrollment Count by Public High School	Fall 2023	Fall 2022	Fall 2021	Fall 2020
Kapaa HS	91	115	105	115
Kauai HS	147	132	136	147
Waimea HS	93	82	79	67

Results from AY23 total direct high school enrollment increased for all but one public high school Kapaa HS.

Action plan:

1. Continue interactions with local public and private high schools with our Onboarding days and #findyourfuture event. Although Demand/Enrollment did increase during AY24, Student Services did continue interactions with local and private schools and hosted the #findyourfuture event in person. We believe this had an impact in our collaborative efforts and will continue AY24.
2. Continue collaborating with Student Affairs Departments to increase enrollment efforts by offering Ohana Night and Enrollment Events for AY24. During these events we assist students through the Steps to Enroll. These activities may include completion of the placement assessment, uploading immunization records, and reviewing the class availability. Oftentimes, students meet with us for reasons other than course registration.

Goal 2. Increase Persistence. (Imperative S) Activities:

STUDENT TYPE	Fall 2024	Fall 2023	Fall 2022	Fall 2021	Fall 2020
Freshman-Classified & First Time	251	223	230	258	275
Transfer	74	99	94	84	119
Returning	72	69	88	101	118
Other (Other Entering/Non Cred/Cont Ed Conversion)	449	421	366	272	320
Continuing	489	486	530	628	629

Results from 2023-2024: The number of continuing students slightly increased from the previous year however we are still are seeing lower numbers based on our overall headcount.

Action plan:

1. Establish Midterm check-in email for all students throughout the semester encouraging those that may need to discuss grades to make an appointment or want to get connected with support resources on campus to keep progressing towards their academic goal we can assist with a referral.
2. Continue contacting all students by phone that have not registered during first week of registration to encourage registration and student appointments if needed for further guidance.
3. Offer to visit classrooms F2F and on zoom to share to student about our services.

Goal 3. Increase Registration (Imperative S)

Results from the Student Affairs Student Survey captured a increased number of student that completed registration.

Action plan:

1. Revise Student Services Survey AY25.
2. Pilot Group/Classroom Registration via F2F and zoom. Utilize pre-nursing students and possibly other cohorts in the Counseling arena and online. Determine if this model works by assessing registrations processed. Open lab registration with ECED students and other cohorted programs.

Goal 4: Work collaboratively with other departments to increase transfer. (Imperative S)

Results from 2023-2024: There was no significant change in transfers for all students including the Native Hawaiian Student population.

Action plan:

1. Collaborate with University Center Transfer Specialist Our next CPR will be in 2026 where we will hope to see increases in enrollment, persistence and transfer. We hope to continue upward trends in degrees, certificates awarded and transfers to four years. We will continue to look at improving our service delivery.

3. Analysis of the Program/Unit

Demand Indicators	2019 - 20	2020 - 21	2021 - 22	2022 - 23	2023 - 24
Annual Headcount ALL Students	1,788	1,835	1,715	1,623	1,697
Total Advising Appointments	3,576	3,705	3,214	2,602	2,427

This past year (FY 2024) we conducted 2,427 individual counseling appointments. When comparing our demand data, we see that our total number of individual appointments has declined. We continued to serve a large number of students with fewer counseling advisors. Our department received temporary assistance to support our Business Education student population (Accounting, Business, Culinary, Hospitality) that ended June 2024 and staff overload 20 hours a week to assist with Liberal Arts student population (Last Name L-K). Until our department is fully staffed and trained we will continue to see limited appointment availability to service student's needs. Our Counseling and Advising department have continued to struggle with documenting student/counselor contacts (phone, email and texts) that are not reflected in our formal appointment tracking system.

Student Affairs Student Survey Questions (n=34)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am aware of resources available to support me with my academics	52%	42%	6%	0%	0%
I am aware of resources available to support me as a student	55%	33%	12%	0%	0%
I have completed my Spring 2024 course registration	71%	10%	10%	5%	5%
I have completed my Fall 2024 course registration	42%	25%	17%	8%	8%

Our VCSA and Institutional Researcher developed the newly created Student Affairs Student Survey that was shared with student via email. Data was collected from December 14, 2023 through May 29, 2024. Student were reminded twice during the semester to complete. Overall, we received positive feedback reflecting our services and resources.

Effectiveness Indicators	2019 -20	2020 - 21	2021 - 22	2022 - 23	2023 - 24
Persistence Fall to Spring ALL Students	0.7	0.68	0.63	0.67	0.67
Persistence Fall to Spring NH	0.73	0.66	0.65	0.66	0.63
Degrees & Certificates Awarded ALL	290	307	335	331	314
Degrees & Certificates Awarded NH	87	99	102	125	93

Degrees & Certificates in STEM ALL	19	18	26	19	24
Degrees & Certificates in STEM NH	5	2	4	3	5
Transfers to UH 4-yr ALL	89	91	96	96	64
Transfers to UH 4-yr NH	28	26	29	22	25

Degrees awarded have maintained steady with a slight decline for all awarded, there was a significant decline in Degrees and Certificates awarded to our Native Hawaiian population. With the permanent hiring of our Native Hawaiian Counselor May 2024 we foresee that these numbers will increase. To improve our Effectiveness data our department may want to consider a 45-credit completion check on our students to ensure students are on track to graduate or reevaluate students' academic goals. We plan to continue offering registration events at the local high schools, Ohana Nights for the community and Enrollment Express Events as needed.

4. Action Plan

Goal 1: Reevaluate our Department/ Unit Assessments Efforts

The counseling unit will develop a new way of assessing the units efforts and impact on the student population they serve. The current methods of assessment are identifying needs and areas of improvement that the unit can actively pursue and improve. Over the next year, the unit will develop new learning outcomes as well as create a timeline for when these are measured, plans to implement change, and a time to review implemented changes.

Goal 2: Improve collections methods for Student Affairs Student Survey

The unit will continue to collect data from the Student Affairs Student Survey to formulate a comparison from 2024-2025. Possibly reconsider the timeliness of when the survey is launched for student feedback along with reminder emails to those that who haven't responded. Work with the web master to embed a link to the survey on department web pages.

5. Resource Implications

Student Life Coordinator:

Currently, one faculty position is half time academic counselor servicing all CTE programs (Automotive, Carpentry, Creative Media, Electrical Instillation and Maintenance Technology and Electronics Technology) and half-time managing Student Life (Student Government, Student Activities Board, Registered Independent Student Organizations, Caucus, facility upkeep of the Student Center). Our intent moving forward is to Hire a full-time Student Life Coordinator and model after other UHCC institutions such [Leeward CC](#) and [Honolulu CC](#) to meet accreditation standards.

This position is highly needed to allow our faculty academic counselor to be full time to align with the [AY24 Organizational Chart](#) merging Business Education Division and Trades and Technology Division into one new “Applied Workforce Technology Division”. The hiring of a Full- Time Student Life Coordinator will be responsible for the following duties:

- Coordinate annual student government elections scheduled in April.
- Prepare and submit all PCARD and requisition purchases to the Fiscal Office for processing.
- Assist student leaders with the presentation of Student Life services and activities at all New Student Orientations and campus events.
- Assist students with the development of activities and programs to meet various student needs.
- Work with campus faculty with the annual renewal and registration of independent student organizations and clubs and Advisor Commitment Forms.
- Recruit student leader representation to participate in UHSC System leadership organization.
- Maintain and upkeep Game Room (gaming equipment, table games, ping pong and billiards table, and outdoor games).
- Maintain and upkeep Student Lounge (furniture, LCD Televisions, seating areas, shelving units, lighting systems).