

HAWAI'I COMMUNITY COLLEGE ANNUAL UNIT REVIEW (AUR)

Information Center

January 14, 2019

**Review Period
July 1, 2017 to June 30, 2018**

Initiator: Dorinna Cortez
Writer(s): Kesha Kubo

Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College's budget process. This ongoing systematic evaluation and assessment process supports achievement of Program/Unit and Institutional Outcomes. Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see <http://hawaii.hawaii.edu/files/program-unit-review/>

Please remember that this review should be written in a professional manner. Mahalo.

PART 1: UNIT DATA AND ACTIVITIES

Unit Description

<p>Provide the short description as listed in the current catalog.</p> <p>If no catalog description is available, please provide a short statement of the unit's services, operations, functions and clients served.</p>	<p>The Information Center understands that a student's primary focus is their academic success. With that in mind, it is our mission to provide exceptional customer service to all entities to ensure that becoming a student is as stress-free as possible. The Information Center's goal within the Welcome Center is to serve as a one-stop service area to guide students through various application processes including Admissions and Financial Aid; as well as provide reference to various resource offices, such as the Counseling, Advising and Support Services Center, the Hale Kea Advancement & Testing Center, The Learning Center, and the Pālanuanui Student Services Office.</p> <p>The Information Center continues to promote accessibility to higher education, by providing individuals and organizations with accurate, up-to-date information about Hawai'i Community College and its programs and services. While questions may be considered complex, every effort is made to clarify questions and assist in resolving customer concerns.</p> <p>The Information Center will serve as an essential source for information about Hawai'i Community College, from general inquiries and referrals to various offices, departments, faculty or staff, to providing details about Hawai'i CC associated events.</p>
--	--

Comprehensive Review information (required by UH System)

<p>Provide the year and URL for the location of this Unit's last Comprehensive Review on the HawCC Program/Unit Review website: http://hawaii.hawaii.edu/files/program-unit-review/</p>	
Year	2016
URL	http://hawaii.hawaii.edu/files/program-unit-review/docs/2016_information_center_comprehensive_unit_review.pdf
Provide a short summary of the CERC's evaluation and recommendations from the unit's last Comprehensive	<p>In the unit's 2016 Comprehensive Review, provided a detailed analysis of the unit, and identified how the Information Center aligns with the Hawai'i Community College mission, vision and institutional learning outcomes. Data regarding customer inquiries, campus tour satisfaction, and the University of Hawai'i Community Colleges Media Preference Survey results, provides an understanding of how the Information Center supports student success. The writer identified and provided an</p>

<p>Review.</p> <p>Discuss any significant changes to the unit that were aligned with those recommendations but are not discussed elsewhere in this report.</p>	<p>explanation of the factors and challenges that limited the units' ability to service customers efficiently. In summary, staffing issues, staff taking on additional responsibilities and lack of Federal Work Study funding resulted in significant changes to Information Center operations.</p> <p>The College Effectiveness Review Committee (CERC) and the College Council's Assessment Committee reviewed the Information Center Comprehensive Unit Review 2014-2016 and provided recommendations as follows:</p> <ul style="list-style-type: none"> - Review and streamline the Unit Outcomes (UOs) - Develop clear goals for improvement of services and then develop strategies to assess those goals - Survey on-campus constituents about the effectiveness of the Unit's services - Look at ways of increasing positive response percentages and analyzing those areas where the numbers/ratios fall below 80% <p>After review of the CERC recommendations and comments the Information Center has streamlined the Unit Outcomes, developed well-defined goals for improvement of services based on survey results and have begun to establish an assessment strategy where the results can be used to initiate a plan of action toward improvement.</p>
--	--

Unit Data: Analysis of ARPD Data and Other Quantitative Indicators

Unit ARPD data, if applicable, can be found on the ARPD website:

<http://www.hawaii.edu/offices/cc/arpd/>

Please attach a copy of the Unit's ARPD data tables, if applicable, and submit with this Annual Unit Review (AUR). If other quantitative data is discussed below, please attach relevant documentation.

<p>Analyze the Unit's ARPD data, if applicable, and other relevant quantitative data for the review period.</p>
<p>Describe, discuss, and provide context for all 2017-18 ARPD and other data categories and indicators that are relative to the Unit's provision of services.</p> <p>Demand – The Information Center receives a variety of inquiries on a daily basis, from directory information to distributing taxi coupons and student planners to current Hawai'i Community College students. July, August, January and March are the busiest months; this increase in customers could be</p>

due to increase of communications that were going out to students interested in attending Hawai'i Community College. The Information Center has an average of 30 inquiries per day, which includes walk-ins, phone calls, emails, and live chats. All walk-in and phone inquiries are tracked daily month to month and then compiled into an annual log (See Appendix A). During AY 17-18, the Information Center Staff continued to assist the ASUH - Hawai'i CC Student Government with distribution of Shared Ride Taxi Coupons; this required the units' staff to accurately monitor and log recipient information, coupon number(s), and total value of taxi coupons each student had per calendar year. The Information Center also coordinates most of the Hawai'i CC campus tours; throughout this assessment period 31 tours were coordinated for a total of 441 participants.

Efficiency - From the end of the Spring 2017 semester through most of the summer, the Information Center Coordinator went without any student help. The Information Center was able to secure funding to hire one Student Ambassador who started in August 2017, and later hired two additional Student Ambassadors in late-October of the same year. Each Student Ambassador was allowed to work up to 20 hours per week during the Fall and Spring semesters and an average of 25 hours per week during the Summer. At the start of the Fall 2017 semester through October, it was necessary for the Information Center Coordinator to provide office coverage for 20 hours per week; from November through December, there was no Student Ambassador coverage for a minimum of three hours per week. Thankfully, with three Information Center Student Ambassadors there was full office coverage through the Spring 2018 semester and the Summer of 2018. The Information Center Coordinator and the Information Center Student Ambassadors conducted all campus tours, if additional tour guides were needed a request was made to other Division of Student Affairs Offices for assistance.

Effectiveness - Campus Tour evaluations were given out to campus tour groups of 20 or less and a link to the campus tour evaluation is emailed to chaperones of groups larger than 20, in AY 17-18 a total of 85 responses were received (77 individual evaluations and 8 group evaluations). Based on the responses received it is clear that the Hawai'i CC Faculty, Staff, and Students are friendly and welcoming, that the participants are very satisfied with the knowledge of our tour guides, participants receive enough information about Hawai'i CC campus as a whole but would have liked to visit more programs or stayed at programs longer.

What else is relevant to understanding the Unit's data? Describe any trends, internal/external factors, strengths and/or challenge that can help the reader understand the Unit's data but are not discussed above.

Internal Factor - For the AY 17-18, the Information Center was allotted only \$9,400 in Federal Work Study funding, which was only enough for one Student Assistant for AY 17-18 at 20 hours per week, because it was identified that the Information Center could not operate on one Student Ambassador and one full-time staff, the Information Centers' regular budget was used for Student Ambassador wages. The benefit of utilizing the Centers' regular budget is that the student employee can be a student at any campus within the University of Hawai'i System. I was able to hire a University of Hawai'i at West Oah'u student who took all online courses and had a very flexible schedule to be able

to cover the Information Center around the other student employee schedules; this also helped during peak campus tour seasons because there was more campus tour availability.

External Factor – Like historical trends again during the AY 17-18, the economy continued to do well and the Hawai'i Community College enrollment has gradually decreased. This trend is significant across the University of Hawai'i System.

Trends - The UHCC Media Preference Survey is normally distributed annually in November; however, the AY 17-18 survey was delayed, results will not become available until March 2019 and will be reported in the AY 18-19. This survey measures students' preferences when it comes to image and recruitment, college communication, communication access, social media and other demographic information. Some of the information that is applicable to the Information Center includes, age group, impactful methods, best recruiting strategies, customer service satisfaction, preferred methods of contact, frequency of school communication, and frequency of social media use. Some of the previous data as relevant to the Information Center, out of 315 surveyed students more than half the population are 16-25 years old (34.6% 16-20, 24.76% 21-25); also of this population more than 40% are continuing students. When it comes to recruitment, students were asked if they recently seen or heard an ad about Hawai'i Community College majority of the responses said they have, mostly on campus; students 16-25 years old prefer to have a College Representative go to their high school. The results of this survey also showed that campus tours and college websites have the most impact on a potential student; students 26-50 years old prefer to have their workplace encourage them to attend school, and students 51 years old and up prefer to be recruited through the college website. Over 90% of students surveyed prefer to be contacted with college information via their school email, these students favor receiving event & college activities, financial aid, program information, and course scheduling information through their college email. When it comes to your college sending you text messages, students feel that this service should mainly be used for school closure/class cancellation notices, emergency/security information, or other important dates. On average students have three email accounts, their primary email account is checked at least five times per day and more than 60% of the students surveyed read and save their college related emails. Students expect responses to voicemail, email and/or website inquiries within 24 hours of their inquiry; also students tend to never use QR Codes to access web pages regardless of their age. In addition to these standard system questions, each campus had the option to add custom questions; Hawai'i CC's custom questions results include more than half the student surveyed say they are satisfied or somewhat satisfied with the communications received regarding the registration procedures, these students also state that UH Manoa emails about athletics and long confusing emails from any college office clutters up their inbox, students, would rather receive emails from their home campus with reminders about upcoming deadlines. The Media Preference survey results show that students frequently or always use various social media outlets, and Facebook and Instagram are the most popular; although students tend to be on social media on average 3-4 hours per day, students prefer to use social media mainly for keeping up with family and friends.

Strengths - The Information Center Coordinator continues to renew the Passport Agent status to keep up-to-date on passport regulations and requirements. In addition, the Information Center Coordinator continued work with the Admissions & Records Manager and the Financial Aid Manager as Welcome

Center Managers coordinated the “Big Move” transition and purchase all necessary furniture by the end of AY 17-18.

Challenges – One major challenge was the delay in the “Big Move” due to necessary time needed for the renovation, the final transition was not completed until the end of August 2018. Scheduling was dependent on the availability of the Planning, Operations, and Maintenance Department as well as the Carpentry Program availability to complete the renovation. In addition, to ensure no delay in services to the public, the Admissions & Records Office and the Financial Aid Office were unable to make this transition until late-July. Another unforeseen challenge occurred after the “Big Move,” the Welcome Center Managers’ did not anticipate the amount of space needed for all staff and student employees’ workstations. Later, as we began to expand our Student Ambassadors Program we realized that workspaces were limited and we are unable to expand the program beyond our current capacity.

UNIT ACTIVITIES

Report and discuss all major actions and activities that occurred in the unit during the review period, including meaningful accomplishments and successes. Describe how these unit activities helped contribute to student success.

Also discuss the challenges or obstacles the unit faced in meeting its goals and supporting student success. Explain what the unit did to address those challenges.

The most meaningful accomplishment made during the AY 17-18 was the progress of the “Big Move.” For the past few years, there has been significant confusion as to the difference between the Information Center and the Admissions & Records Office. To help individuals identify the appropriate office, the decision was made for the Administration Offices (The Chancellor’s Office, the Vice Chancellor for Administrative Services Office, and the Vice Chancellor for Student Affairs Office) vacate Building 378 moving into Building 379A where the Financial Aid Office was currently housed. This change would allow for the Admissions & Records Office, the Financial Aid Office, and the Information Center to occupy Building 378 together and become the Welcome Center Paepae Haumāna. This “Big Move” began during the AY 17-18; planning and logistics began in May 2017 with the complete move projected to finalize by the start of the AY 18-19; based on the timeline adjustments were necessary and the transition occurred soon after the start of the AY 18-19.

The Information Center Staff continue to update various brochures using previously created templates, these templates are easy to update and print within our department to save on high printing costs. The Information Center Coordinator continues to utilize the event submission/announcement process; which adds submitted events and announcements to the Hawai’i Community College Master Calendar (Google Calendar) and/or the Event Calendar on the Hawai’i CC Website. These events and announcements are then emailed to Hawai’i CC Students, Faculty, and Staff in the Ka ‘Io Weekly broadcasts.

The Information Center Coordinator was appointed by the Vice Chancellor of Student Affairs to be a Commencement Co-Chair, this was a task that required year round preparations. This appointment will be permanent as added to the Information Center Coordinator's position description under job responsibilities. In addition to this task, the Information Center Coordinator has taken on the role of Student Publication Board Co-Advisor. This will require oversight of the board and assisting fiscal paperwork for all board projects. The Coordinator also remains as a trained Passport Agent to be able to provide passport applications and information at the Center, the Passport Agent status is renewable annually.

The AY 17-18, was the second full school year of the Student Publications "Ka 'lo News" a student run newsletter created by students and sent out at the beginning of each month. The Ka 'lo News started out as a printed newsletter and soon became an online newsletter to help reach more students. Although the Ka 'lo News is mainly online, limited printed versions are available at Kau Wa'a (Manono Campus), The Learning Center (UH Hilo Campus), and Student Services (Pālanuanui Campus). At the start of the Spring 2017 semester, the Information Center piloted "Ka 'lo Weekly" a weekly announcement sent out via email to all Hawai'i CC Students, Faculty, and Staff at 6 a.m. each Sunday beginning the Sunday before the semester begins until the Sunday before final grades are due; this email includes a list of events and activities happening the week ahead and any reminders and upcoming deadlines.

During the Spring 2018 semester, a new service called "Students Helping Students" began with a preliminary launch. Student Assistants from the Admissions & Records Office and Information Center, outreached to incoming Hawai'i CC students to assist and guide them through their next steps of the enrollment process. This outreach was conducted by using multiple forms of communication including emails, phone calls, and text messages. The pool contacted for this preliminary launch included individuals applying for admissions into the Fall 2018 semester who selected Liberal Arts as their intended major of study. This pool consisted of 293 total students and 6 Student Ambassadors/Assistants help facilitate the Students Helping Students service. The pool was divided on a last name alpha split amongst the Student Ambassador/Assistants, giving each of them approximately 45 students to contact. Of the 293 students, all of them were sent any email, majority of these students were reached via telephone, yielding Hawai'i CC 116 registered students, this is a 39.6% of the population that was contacted. Additional analysis will take place during the AY 18-19 to assess retention rates of this preliminary pool of students.

All Information Center Staff are required to start fresh with every individual who accesses their services; this may be considered a challenge at times because there isn't a standard to what the individual's inquiry will address. According to the monthly logs, the Information Center services range greatly and in any given day there are inquiries for 11 different areas (Appendix B). To ensure inquiries are answered timely and accurately, the Information Center Coordinator in collaboration with the other Welcome Center Managers' continue Student Assistant trainings monthly to gradually introduce cross-training components throughout the Division of Student Affairs.

The Information Center was allotted \$9,400.00 in Federal Work Study funding for the AY 17-18, which is only enough for one Student Ambassador position. Throughout the school year, the Information Center Coordinator is constantly working on a variety of tasks including, campus communication/announcements, staff trainings, campus tours, college fairs, numerous procurement processes, and Department Meetings to name a few. There are occasions where the Information Center Coordinator was not able to attend meetings due to office coverage needs. The Information Center Coordinator has created a Bridge-to-Hope Student Assistant position, but has not filled the position at this time. The Information Center Coordinator will better advertise this position and work closely with the Career & Job Development Coordinator to identify qualified applicants. In order to better serve our customers, the Information Center needs to secure the same or additional Federal Work Study and other funding to maintain and expand the Student Ambassadors Program.

Throughout the AY 17-18, scheduling campus tours were much easier than previous years because of the increased funding the Information Center received; there was ample office coverage by the Information Center Student Assistant (Appendix C); the campus tour availability depended highly on the Student Ambassadors work schedule. Further expansion of the Student Ambassadors Program will allow for the Information Center to offer campus tours to multiple large groups. Campus tour training sessions will continue to be conducted by the Information Center Coordinator to ensure all Student Ambassadors are properly trained and given updates on resource and program changes. Campus tour evaluations help to measure the knowledge of the tour guides as well as areas that may be need improvement. Now that funds have been secured, locating space to house these Student Ambassadors has become a concern. The Information Center Coordinator will continue to work with the other Welcome Center Managers' to ensure that there is sufficient for the entire Welcome Center.

UNIT WEBSITE

Has the unit recently reviewed its website? Please check the box below that best applies and follow through as needed to keep the unit's website up-to-date.

☐

The unit does not have a website.

☒

Unit faculty/staff have reviewed the website in the past six months, no changes needed.

☐

Unit faculty/staff reviewed the website in the past six months and submitted a change request to the College's webmaster on _____ (date).

☐

Unit faculty/staff recently reviewed the website as a part of the annual unit review process, found that revisions are needed, and will submit a change request to College's webmaster in a timely manner.

Please note that requests for revisions to Unit websites must be submitted directly to the College's webmaster at

<http://hawaii.hawaii.edu/web-developer>

PART 2: UNIT ACTION PLAN

AY18-19 ACTION PLAN

Provide a detailed narrative discussion of the unit's overall action plan for AY18-19, based on analysis of the unit's AY17-18 data and the overall results of Unit Outcomes (UOs) assessments conducted during the AY17-18 review period (reported below, Part 3). This Action Plan should identify the unit's specific goals and objectives for AY18-19 and must provide benchmarks or timelines for achieving each goal.

Please provide attachments and additional documentation as appropriate.

The Information Center Coordinator remains as a Passport Agent, however, the Information Center was unable to offer passport applications and information due to two reasons, first the Information Center Staff focused on the completion of the "Big Move" transition and second, staffing changes within the Office of EDvance (formerly known as Office of Continuing Education – OCET) caused the Information Center Coordinator to hold off until better staffing conditions. For the AY 18-19, the Information Center Coordinator will again renew her Passport Agent status and follow up with the Office of EDvance to see if passport applications and information can be distributed out of the Information Center.

Since the Spring 2017 semester, the Information Center Coordinator has limited the number of emails send to Hawai'i CC Student to no more than two per week by sending out the "Ka 'lo Weekly" email at the start of each week. In regards to the social media, during the AY 17-18 Hawai'i CC Facebook page was managed by the External Affairs & Relations staff; working collaboratively with the Information Center Student Ambassadors to create attractive flyers for various campus events, which were posted on various media outlets.

In order to complete the "Big Move" by the start of AY 18-19, the Information Center Coordinator worked with the Admissions & Records Manager and the Financial Aid Manager to identify timelines and all furniture needs; furniture quotes were researched to remain within budget allocations; funds were received from the Hawai'i CC Administration and matched by the Admissions & Records tuition and fees account. The Welcome Center Managers purchased all necessary furniture in phases during the Spring and Summer of 2018.

Upon securing funds for student employment, the Information Center Coordinator began to establish a Student Ambassadors Program. The purpose of this program is to hire student employees as Student Ambassadors; Student Ambassadors different from Student Assistants because Ambassadors will be cross-trained to assist other Student Service Offices during peak times and/or limited staff availability to ensure services go uninterrupted. This program will be

piloted during the AY 18-19 after the Welcome Center transition is complete. All trainings will be done monthly for the Welcome Center Staff, including Student Assistants/Student Ambassadors or as needed for new employees. By the end of the AY 17-18, the Information Center had three Student Ambassadors housed in the Information Center and began the discussion with the other Welcome Center Managers to inquire about revising current Student Assistants job descriptions to include details about this Student Ambassadors Program; although additional funding may be available, hiring can only be done based on available student work stations. As the Welcome Center Managers continue to maintain the Student Ambassadors Program, an invitation will be extended to other Division of Student Affairs student employees to participate in Student Ambassador Training sessions.

Unlike previous years, during the AY 17-18 the Information Center acquired enough funding to purchase all necessary Hawai'i CC promotional items and giveaways. The Information Center was able to purchase more than what was needed and decided to store any remaining items for the AY 18-19 in case funding became limited. The Hawai'i CC promotional items are used at College Fairs, Campus Tours, High School Visits, and various events both on and off campus.

B ACTION ITEMS TO ACCOMPLISH ACTION PLAN

For each Action Item below, describe the strategies, tactics, initiatives, innovations, activities, etc., that the unit faculty/staff plan to implement in order to accomplish the goals described in the Action Plan above.

For each Action Item below, discuss how implementing this action will help the College accomplish its goals for student success.

For each Action Item below, identify how implementing this action will help the unit achieve its Unit Outcomes (UOs).

Action Item 1: Expand the Student Ambassadors Program

Since securing funding for the AY 17-18, the Information Center was able to hire an initial group to develop a Student Ambassadors Program. With this group of three Student Ambassadors the Information Center discussed and shared the expectations of the Student Ambassadors Program. The creation of this Student Ambassadors Program intends to improve student success by having increased personalized communication with current and potential Hawai'i CC students and the Hawai'i Island community, as well as, assist other departments in case of staffing shortages and assist with special events. During the AY 18-19, the Information Center Coordinator will work with the Admissions & Records and Financial Aid Managers to host training workshops for the Welcome Center Staff & Student Employees; from there continue to expand the Student Ambassadors Program into the remaining Division of Student Affairs Offices (i.e. Counseling, Advising, and Student Support Center, Career & Job

Development Center, Veterans' Support Services, Disability Services, etc.), followed by other service offices like the Hale Kea Advancement & Testing Center, The Learning Center, etc. This will benefit the Hawai'i CC Kauhale and the Student Ambassadors in increased awareness and knowledge across the Hawai'i CC campus.

Action Item 2: Develop a Students Helping Students Outreach Plan

Launched during the Spring 2018 semester in preparations to outreach to incoming Hawai'i CC Students, the Information Center Coordinator and the Admissions & Records Manager worked closely to improve outreach and communication efforts to incoming students. The Welcome Center Managers' initiated the development of an outreach plan where a group of Student Ambassadors and Student Assistants performed direct callouts to Fall 2019 admitted students with Liberal Arts listed as their intended major of study; this is referred to as Student Helping Students. This required the Student Ambassadors and Student Assistants to make contact with these admitted students to follow up on their next steps of the enrollment process including health clearances, placement testing, mandatory student orientation, etc. This high touch communication plan will benefit the Hawai'i CC Kauhale through ensuring that all incoming students are guided appropriately throughout the enrollment process. In September 2019, Students Helping Students incorporated all incoming students for the Spring 2019 semester, these students were split between various offices including the International Programs (International Students), Pālanui Student Services (Pālanui Students), Early College/Running Start (High School Students), Counseling, Advising and Student Support Services Center (Returning and Transfer Students), and the Welcome Center (First Time Students). One concern that has come up is that spacing is limited in the Information Center, permitting only one Student Ambassador to do their callouts at a time; to temporarily solve this concern Student Ambassadors were given permission to use the Information Center Coordinators' phone line. This only temporarily solved this concern because upon expanding this Student Helping Students initiative, additional workstations with phones will be necessary; potentially creating a call center may also be beneficial for both the Students Helping Students and the Student Ambassadors Program.

Action Item 3: Create a Communication Plan for the Onboarding Process

Through a system initiative, an Onboarding Sub-Committee has been created with members of the Admissions & Records Office, Information Center, First Year Experience, Early College, and External Affairs & Relations Office; this team was tasked with reviewing the overall process of a individual becoming a Hawai'i CC Student. Through this sub-committee, work is being completed to identify and analyze what current actions are in place, what's missing, and

means of improvement. In collaboration with the Hawai'i CC Onboarding Team, the Welcome Center Managers' will assist with creating a communication plan that can be used annually for outreach and recruitment. This plan will be an advantage to Hawai'i CC to stay in contact with potential students from inquiry through enrollment. The communication plan will include the support of the Students Helping Students initiative, texting platforms, and all other means of media communication available to Hawai'i CC. This will be a work in progress, as the Onboarding Sub-Committee will begin analyzing the onboarding process during the AY 18-19.

RESOURCE IMPLICATIONS

NOTE: General "budget asks" are included in the 3-year Comprehensive Review.

Budget asks for the following three categories only may be included in the APR:

1) health and safety needs, 2) emergency needs, and/or 3) necessary needs to become compliant with Federal/State laws/regulations.

BUDGET ASKS

For budget ask in the allowed categories (see above):	
Describe the needed item(s) in detail.	N/A
Include estimated cost(s) and timeline(s) for procurement.	N/A
Explain how the item(s) aligns with one or more of the strategic initiatives of <u>2015-2021 Strategic Directions</u> : http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf	N/A

PART 3: UNIT OUTCOMES ASSESSMENTS

For all parts of this section, please provide information based on assessments of Unit Outcomes (UOs) and/or Student Learning Outcomes (SLOs) conducted in AY17-18

Unit Outcomes

Provide the full text of the unit's current approved Unit Outcomes (UO) and Student Learning Outcomes (SLOs); indicate each UO's/SLO's alignment to one or more of the Institutional Learning Outcomes (ILOs). The College's ILOs may be found on the Assessment website:

<http://hawaii.hawaii.edu/files/assessment/index.php?category=Outcomes&page=Institutional.php>

UO #	UNIT OUTCOMES (text)	Aligned to ILO #
1	When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.	1, 2, 3, 4
2	Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.	1, 2, 3, 4
3	Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.	1, 2, 3, 4
SLO#	STUDENT LEARNING OUTCOMES (text)	Aligned to ILO #
	N/A	

Assessment Strategies

For each UO/SLO assessed in AY17-18, discuss the assessment strategy, including a description of the type of assessment tool/instrument used, e.g., student surveys provided to all student participants in an activity or event, or a log/count of services provided, etc.

UO #	Assessment Strategies
2	During the AY 17-18, 31 campus tours were coordinated for a total of 441 participants (Appendix D). October, November, and March are the busier months with 4-7 tours each month; on average, there are 3 tours per month. The Hawai'i CC Campus Tour Evaluation Form (Appendix E) includes a combination of likert scale questions and qualitative answer questions. These questions measure items like the satisfaction of the tour guides knowledge, how the campus tour prepared individuals for enrolling in college, ways to improve a campus tour, and ranking the amount of

	information received during the tour. The Information Center offers large group and individual campus tours; campus tour evaluations are given out to each participant for groups 20 or less and a link to the campus tour evaluation is emailed to the chaperones of groups larger than 20.

Results of Unit Outcomes and Student Learning Outcomes Assessments

For each UO/SLO assessed in AY17-18 listed above, provide:

- **a statement of the quantitative results;**
- **a brief narrative analysis of those results.**

UO/SLO#: 2) Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.

Staff will collect and report the following data:

- a) Number of campus tours coordinated
- b) Number of participants who participated in campus tours
- c) Responses from Campus Tour Evaluation Form

Unit Outcomes:

Campus Tour Evaluations are given out to each participant for groups 20 or less and a link to the campus tour evaluation is emailed to the chaperones of groups larger than 20.

Measures:

- a) Respondents will agree that that Hawai'i CC Faculty, Staff and Students were friendly and welcoming.
- b) Respondents will be very satisfied with the knowledge of their tour guides.
- c) Respondents will report that the information provided and the length of the tour was just enough.
- d) Respondents will report that the campus tour prepared them for enrolling in college.

According to the Hawai'i CC – Campus Tour Evaluation results (Appendix F), more than 55% of the respondents strongly agreed that the Hawai'i CC Faculty, Staff and Students were friendly and welcoming. When it came to the knowledge of the tour guides, more than 88% of the respondents were satisfied or very satisfied, this is 8% more than last year; and the information respondents received was considered just right for 80% of the respondents. More than 75% of the respondents enjoyed the length of the tour, which is 7% more than last year, and more than 77% of the respondents agreed or strongly agreed that the campus tour prepared them for enrolling in college, which is 5% more than last year.

UO/SLO#:

--

Other Comments

Include any additional information that will help clarify the unit's assessment results, successes and challenges.

N/A

Discuss, if relevant, a summary of student survey results, CCSSE, special evaluations, or other special assessment projects that are relevant to understanding the unit's services, operations, functions and clients.

N/A

Next Steps – ASSESSMENT ACTION PLAN for AY18-19

Describe the unit's intended next steps to support improvements in student success and achievement of its UOs/SLOs, based on the unit's overall AY17-18 assessment results.
Include any specific strategies, tactics, activities or plans for improvement to the unit's future assessments of its services, operations or functions

During the AY 18-19, the Information Center will continue to work in collaboration with the Admissions & Records Office and Financial Aid Office to transition into the Welcome Center. Once the Center is up and running, a Welcome Center check-in system will be purchased and a survey will be formulated and distributed to all Hawai'i CC Students, Faculty, and Staff to measure the effectiveness of all Welcome Center's services. All Welcome Center Student Assistants/Student Ambassadors will be cross-trained in various Student Services areas, trainings will be mandatory and held at least once per month, and evaluations will be distributed after each training session for assessment purposes. The intention of this cross-training is to ensure that Student Assistants/Student Ambassadors are properly informed on each step of the enrollment process and are able to accurately guide any customer through enrollment at Hawai'i Community College; in addition, the Student Assistants/Student Ambassadors will be able to cover other Student Affairs Offices, including the Counseling, Advising, and Student Support Center, New Student Orientation Sessions, etc. at times when these offices may be short staffed.

Appendix A

Annual Activity Log (2017-2018)

	July	August	September	October	November	December	January	February	March	April	May	June	Total	%
Academic Calendar			1	1					1			1	4	0.26%
Admissions & Records	38				7	7	14	9	10	14	7	15	121	7.49%
Application	2	7	4	2	3		1	1	4	2			27	1.67%
ATE	6					1	1	1	1		1	1	12	0.74%
Business Office	21	11	4		1	5	2	5	3	3		1	56	3.47%
Cafeteria	1	2	3	1	5		1	5	5	2			25	1.55%
Campus Map	1	12		2	2	2	3	1	4		4	1	32	1.98%
Campus Tour										1			1	0.06%
Chancellor/VCSA/VCAA	5				5		2		2	1	1	5	21	1.30%
Childrens Center	1	3	1		2	1						1	9	0.56%
Computer Services (ACU)					2			1			1	1	5	0.31%
Counseling/Orientation	20	24	6	5	5	18	7	7	8	4	11	38	153	9.47%
Faculty/Staff/Instructor	32	46	21	46	28	15	37	24	22	13	10	19	313	19.37%
Financial Aid	6	4	1	2		4	4			1		1	23	1.42%
Gear Up		1				1	1			3	1		7	0.43%
Ha'awi Kokua									2				2	0.12%
Hale Kea Testing Center	18	10	6	4	10	8	9	4	6	12	6	8	101	6.25%
Human Resources (HR)	3	3	4	4	2	1	1	1	2	1	4	1	27	1.67%
I Ola Haloa/Halaui	0	1								2			3	0.19%
Info. Ctr./Taxi Coupons		6			4		19	16	19	32		4	100	6.19%
IEP				1		1						2	4	0.25%
ITS Help Desk				1								2	3	0.19%
Learning Center (TLC)		1		1	1	1			1		1		6	0.37%
Lost & Found/Security	1			2		1		1					5	0.31%
Na Pua Noeau													0	0.00%
OCET	13	30	19	12	4	6	12	20	16	7	7	6	152	9.41%
Other Campus	4	5	2	1			2						14	0.87%
Palamanui (West Hawaii)				1	3		4	1		1			10	0.62%
Passport		6	2	17	16	21	30	42	56	35	21	27	273	16.89%
POM		3		2			3		1	2	1		12	0.74%
Publication (Ka 'Io News)													0	0.00%
Therapy & Support Services													0	0.00%
UH Hilo/Bookstore/Library	3	14	2	2		3	9	1	4	4	2		44	2.72%
Voice Mail	10	7	5	5	6	3	4	2	3	3	2	1	51	3.16%
TOTAL	185	196	81	112	106	99	166	142	170	143	81	135	1616	100.00%

	July	August	September	October	November	December	January	February	March	April	May	June	Total	%
Admissions & Records	139	108	1	2	1	4	4	1		1	2		263	13.56%
Application	27	16	1	2	5			2	1	1	1		56	2.89%
Bathroom	6	6	1										13	0.67%
Bus Schedule	3												3	0.15%
Business Office	25	20	1	4		1		1			1		53	2.73%
Cafeteria	4	1						1	2				8	0.41%
Campus Map/Directions	3	22	2	4			8		1	1	1		42	2.17%
Catalog	1	3											4	0.21%
Chancellor/VCSA/VCAA	4	10	5	2		0	2						23	1.19%
Counseling/Orientation	34	67	6			1	3	1	1	1		3	116	5.98%
Childrens Center	1												1	0.05%
Faculty/Staff/Instructor	3	4	4	1	2		3	2	1	3			23	1.19%
Financial Aid	11	4	7	4		2	5	1	1	1	1		37	1.91%
Gear Up		3											3	0.15%
Ha'awi Kokua	1	2											3	0.15%
Hale Kea Testing Center	10	4	1	1		1							17	0.88%
Human Resources (HR)	4	3											7	0.36%
Intensive English Program (IEP)	2					1	1						4	0.21%
I Ola Haloa (HLS)													0	0.00%
Learning Center (TLC)				1									1	0.05%
Lost & Found/Security	1		2										3	0.15%
Na Pua Noeau						1							1	0.05%
OCET	18	20	9	4	3	6	9	4	4	3	6		88	4.44%
Phone Use	2	8	9	1	2	1			1	1	2		27	1.39%
POM/Mail Room		1											1	0.05%
Taxi Coupons		78		190	197	61	157	171	197	31	41		1123	57.82%
UH Hilo/Bookstore/Library	1	16	1			1		1				1	21	1.08%
TOTAL	300	396	51	215	210	80	192	185	208	43	55	4	1939	100.00%

Appendix B

Monthly Activity Log (2017-2018)

WEEKLY ACTIVITY LOG																							
July 2017	7/3 Mon	7/4 Tue	7/5 Wed	7/6 Thu	7/7 Fri	7/10 Mon	7/11 Tue	7/12 Wed	7/13 Thu	7/14 Fri	7/17 Mon	7/18 Tue	7/19 Wed	7/20 Thu	7/21 Fri	7/24 Mon	7/25 Tue	7/26 Wed	7/27 Thu	7/28 Fri	7/31 Mon		
TELEPHONE LOG	H																						
Academic Calendar																							0
Admissions & Records				3	1			2	2		4		1	3	3	5	4	3	1	5	1		38
Application (Online)				1															1			2	
ATE					1		1			1		1	1	1								6	
Business Office			1			1	4	1	2	1		1	1	2	5	2						21	
Cafeteria											1											1	
Campus Tour																						0	
Campus Map/Directions			1																			1	
Chancellor/VCSA/VCAA					1		1	1		2												5	
Childrens Center										1												1	
Computer Services (ACU)																						0	
Counseling/Orientation	1		1		2	3			2	1	1	2	2	1					1	2	1	20	
Faculty/Staff/Instructor	2		3		3	1	3		3	3	1	1	2	2	1	1	2			3	1	22	
Financial Aid												1	1	1			2		1			6	
Gear Up																						0	
Hawaii Koku/Disability																						0	
Hale Koa Testing Center					1	1	2					4	2	1		3	1			3		18	
Human Resources (HR)									2								1					3	
Intensive English Program (IEP)																						0	
I Ola Halea (HLS)																						0	
ITS Help Desk																						0	
Learning Center (TLC)																						0	
Lost and Found/Security												1										1	
Na Pua Noleau																						0	
NHERC (Honokaa)																						0	
Other Campus									3	1												4	
OCET					4		2										3			4		13	
Palamanui (West Hawaii)																						0	
Passport		3								1	2	1		1	1							9	
POM/Mail Room																						0	
Therapy & Support Services																						0	
UH Hilo/Bookstore/Library							1		1			1										3	
TOTAL	6	0	6	4	13	6	14	4	15	8	12	13	10	12	10	14	10	3	4	17	3	184	

WEEKLY ACTIVITY LOG																							
July 2017	7/3 Mon	7/4 Tue	7/5 Wed	7/6 Thu	7/7 Fri	7/10 Mon	7/11 Tue	7/12 Wed	7/13 Thu	7/14 Fri	7/17 Mon	7/18 Tue	7/19 Wed	7/20 Thu	7/21 Fri	7/24 Mon	7/25 Tue	7/26 Wed	7/27 Thu	7/28 Fri	7/31 Mon		
WALK-IN LOG	H																						
Admissions & Records	8		6	3	7	7	4	8	4	5	10	3	8	6	3	11	7	11	7	6	15	199	
Application Online			1			4	2	1	2	1	1	3	2		1		3	2	1		3	27	
Bathroom	1					1		1	1		1	1										6	
Business Office				2		1		2			4	2		3	1		2	3	2		3	25	
Cafeteria			1								3											4	
Campus Map/Directions	1					1				1												3	
Catalog			1																			1	
Chancellor/VCSA/VCAA				1		1						1		1								4	
Childrens Center													1									1	
Counseling/Orientation	1			1		3	2		1	1	5	2	1	1		2	4	3	3	2	2	34	
Faculty/Staff/Instructor			1						1		1											3	
Financial Aid	1		2			1			1		1				1	1	2			1		11	
Gear Up																						0	
Hawai Koku/Disability								1														1	
Hale Kea Testing Center			2					1	1				2	1						1	2	10	
Human Resources (HR)	1		1													1						4	
Intensive English Program (IEP)															2							2	
I Ola Halea (HLS)																						0	
ITS Help Desk																						0	
Learning Center (TLC)																						0	
Lost and Found/Security					1																	1	
Na Pua Noleau																						0	
OCET			1	3		1		1					3			1	2	1	3	2		18	
Passport					1			2		1	2	1		2	3							12	
POM/Mail Room																						0	
Phone Use						1													1			2	
Ticket																						0	
UH Hilo/Bookstore/Library												1										1	
TOTAL	13	0	16	10	9	21	8	17	11	9	28	14	17	14	11	16	20	20	17	12	26	309	

Total 493

WEEKLY ACTIVITY LOG																										
August 2017	8/1 Tue	8/2 Wed	8/3 Thu	8/4 Fri	8/7 Mon	8/8 Tue	8/9 Wed	8/10 Thu	8/11 Fri	8/14 Mon	8/15 Tue	8/16 Wed	8/17 Thu	8/18 Fri	8/21 Mon	8/22 Tue	8/23 Wed	8/24 Thu	8/25 Fri	8/28 Mon	8/29 Tue	8/30 Wed	8/31 Thu			
TELEPHONE LOG	H																									
Academic Calendar																									0	
Admissions & Records	3	3	6	6	2	3	2	2	3	2			1		2		1	2		3	2	2			0	
Application (Online)				2		2									1		2								7	
ATE																									0	
Business Office							1	1		1			1		1	1	1	1	1		2				11	
Cafeteria											1							1					1		2	
Campus Tour																									0	
Campus Map/Directions		1													5	5		1							12	
Chancellor/VCSA/VCAA					1			1				2						1				1			0	
Childrens Center	1	1											1												3	
Computer Services (ACU)	1											1					1						1		0	
Counseling/Orientation	3	1	1	1	1		5		2			5			2			2					1		24	
Faculty/Staff/Instructor		3	3		1					2	1	1	8				7	7	5	3	2	2	1	1	46	
Financial Aid				1						1	1				1										4	
Gear Up					1																				1	
Ha'awi Kokua/Disability																									0	
Hale Kea Testing Center	1	1	1		1			1	1	2	1								1						10	
Human Resources (HR)								1				1													3	
Info. Ctr./Taxi Coupons																	2	4							6	
Intensive English Program (IEP)																									0	
I Ola Haloa (HLS)																									0	
ITS Help Desk																									0	
Learning Center (TLC)																1									1	
Lost and Found/Security																									0	
Na Pua Noeau																									0	
NHERC (Honokaa)																									0	
Other Campus						2									1	2									5	
OCET	1	1	1	1	2	2	2	2	3		1	1	1			3	1		2	1	2	3	1		30	
Palamanui (West Hawaii)																									0	
Passport			1							2									1	2					6	
POM/Mail Room									2			1													3	
Therapy & Support Services																									0	
UH Hilo/Bookstore/Library					1					1	2	1	1		3	1	3			1					14	
TOTAL	10	11	13	11	10	9	11	8	12	10	6	13	13	0	17	23	21	12	7	9	8	9	3		246	

WEEKLY ACTIVITY LOG																										
August 2017	8/1 Tue	8/2 Wed	8/3 Thu	8/4 Fri	8/7 Mon	8/8 Tue	8/9 Wed	8/10 Thu	8/11 Fri	8/14 Mon	8/15 Tue	8/16 Wed	8/17 Thu	8/18 Fri	8/21 Mon	8/22 Tue	8/23 Wed	8/24 Thu	8/25 Fri	8/28 Mon	8/29 Tue	8/30 Wed	8/31 Thu			
WALK-IN LOG														H												
Admissions & Records	11	8	7	8	3	5	6	1	6	5	4	6	8		13	1	3	2	2	1	5	3		108		
Application Online	1	1	1	3	1	4		1	1		1									1		1		16		
Bathroom			1	3														1	1					6		
Business Office	1		1	1	1	4	2	2		1	1		2		2	2								20		
Cafeteria											1													1		
Campus Map/Directions												1	1		15	3				1		1		22		
Catalog												2								1				3		
Chancellor/VCSA/VCAA		1	1	1		2											1		1		2	1	1	10		
Childrens Center																								0		
Counseling/Orientation	16	4	3	1	3	2		2	3	8	3	6	4		7	1	1				1	2		67		
Faculty/Staff/Instructor		1						1		1								1						4		
Financial Aid				1		1	1				1													4		
Gear Up		1														1	1							3		
Ha'awi Kokua/Disability													1		1									2		
Hale Kea Testing Center								1		1	1				1									4		
Human Resources (HR)						2	1																	3		
Intensive English Program (IEP)																								0		
Info. Ctr./Taxi Coupons															15	7	11	13	4	7	8	12	1	78		
I Ola Haloa (HLS)																								0		
ITS Help Desk																								0		
Learning Center (TLC)																								0		
Lost and Found/Security																								0		
Na Pua Noeau																								0		
OCET	1		1	6		1	1		2		2						1							15		
Passport		1	1							2									1					5		
POM/Mail Room																			1					1		
Phone Use		1		1												1	3				1	1		8		
UH Hilo/Bookstore/Library								1			4					4	4	1		1		1		16		
TOTAL	30	18	16	25	8	21	11	9	12	18	18	15	16	0	60	22	20	17	9	11	17	22	2	397		

WEEKLY ACTIVITY LOG																								
September 2017	9/1	9/4	9/5	9/6	9/7	9/8	9/11	9/12	9/13	9/14	9/15	9/18	9/19	9/20	9/21	9/22	9/25	9/26	9/27	9/28	9/29	9/30		
	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Sat		
TELEPHONE LOG																								
			H																					
Academic Calendar						1																	1	
Admissions & Records			1			1	1		1		1					1			1		1		0	
Application (Online)						1		1		1									1				4	
ATE																							0	
Business Office	2										1						1						4	
Cafeteria			1						1					1									3	
Campus Tour																							0	
Campus Map/Directions																							0	
Chancellor/VCSA/VCAA				1		1								1		1							0	
Childrens Center											1												1	
Computer Services (ACU)			1																				0	
Counseling/Orientation				1			1			1		1		1						1			6	
Faculty/Staff/Instructor			1	2	1	2		1		2	2	1	3		1	1	3				1		21	
Financial Aid														1									1	
Gear Up																							0	
Ha'awi Kokua/Disability																							0	
Hale Kaa Testing Center								1								2	2		1				6	
Human Resources (HR)									1					1				1	1				4	
Intensive English Program (IEP)																							0	
Info. Ctr./Taxi Coupons			1			1			1						1		2	3			1		0	
I Ola Haloa (HLS)																							0	
ITS Help Desk																							0	
Learning Center (TLC)																							0	
Lost and Found/Security																							0	
Na Pua Noeau																							0	
NHERC (Honokaa)																							0	
Other Campus						2																	2	
OCET	1		1	3	1	1	3			3				1	2	1		1			1		19	
Palamani (West Hawaii)																							0	
Passport						1				1													2	
POM/Mail Room																							0	
Therapy & Support Services																							0	
UH Hilo/Bookstore/Library	1																		1				2	
TOTAL	4	0	6	7	4	9	5	3	4	8	5	2	3	6	4	7	7	5	5	1	4	0		

WEEKLY ACTIVITY LOG																									
September 2017	9/1	9/4	9/5	9/6	9/7	9/8	9/11	9/12	9/13	9/14	9/15	9/18	9/19	9/20	9/21	9/22	9/25	9/26	9/27	9/28	9/29	9/30			
	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Sat			
			H																						
WALK-IN LOG																									
Admissions & Records																			1						1
Application Online				1																					1
Bathroom													1												1
Business Office																		1							1
Cafeteria																									0
Campus Map/Directions									1			1													2
Catalog																									0
Chancellor/VCSA/VCAA	2												1			1	1								5
Childrens Center																									0
Counseling/Orientation											1				1	2		1		1					6
Faculty/Staff/Instructor		2															2								4
Financial Aid	3			1		1									1			1							7
Gear Up																									0
Ha'awi Kokua/Disability																									0
Hale Kea Testing Center		1																							1
Human Resources (HR)																									0
Intensive English Program (IEP)																									0
Info. Ctr./Taxi Coupons	1	7		6	13	5	10	14	17	11	7	9	17	5	6	4	10	16	9	13	4				0
I Ola Haloa (HLS)																									0
ITS Help Desk																									0
Learning Center (TLC)																	1								1
Lost and Found/Security			1												1										2
Na Pua Noeau																									0
OCET					1						2						1	1	2						7
Passport													1							1					2
POM/Mail Room																									0
Phone Use					3								1	1	3	1									9
Ticket																									0
UH Hilo/Bookstore/Library																		1							1
TOTAL	6	10	1	8	17	6	10	14	18	11	10	10	21	6	12	9	15	22	11	14	4	0			235

TOTAL 334

WEEKLY ACTIVITY LOG																							
October 2017	10/2	10/3	10/4	10/5	10/6	10/9	10/10	10/11	10/12	10/13	10/16	10/17	10/18	10/19	10/20	10/23	10/24	10/25	10/26	10/27	10/30	10/31	
	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
TELEPHONE LOG																							
Academic Calendar							1																1
Admissions & Records				1							1	1						1					0
Application (Online)			1							1													2
ATE																							0
Business Office																							0
Cafeteria																		1					1
Campus Tour							2																0
Campus Map/Directions							1											1					2
Chancellor/VCSA/VCAA		1			1						2	1			1		1				1		0
Childrens Center																							0
Computer Services (ACU)																							0
Counseling/Orientation					1			1	1									1				1	5
Faculty/Staff/Instructor	2	1		2	5	3	4	3		3	3	1	1	2	1	2	3	3		4	1	2	46
Financial Aid										1	1												2
Gear Up																							0
Ha'iwi Kokua/Disability																							0
Hale Kea Testing Center				1	1			1								1		3					4
Human Resources (HR)				1				1										1					4
Intensive English Program (IEP)			1																				1
Info. Ctr./Taxi Coupons					1		1	1				1			1	1							
I Ola Haloa (HLS)																							0
ITS Help Desk			1																				1
Learning Center (TLC)							1																1
Lost and Found/Security		1																1					2
Na Pua Noeau																							0
NHERC (Honokaa)																							0
Other Campus																1							1
OCET		1			1	2					1					1	1	1	1	1		2	12
Palamanui (West Hawaii)																							0
Passport	1		1	1				3						4	3	2				1	1		17
POM/Mail Room				1									1										2
Therapy & Support Services																							0
UH Hilo/Bookstore/Library		1																			1		2
TOTAL	3	5	5	6	9	5	11	8	1	5	8	4	2	6	9	5	6	12	1	6	5	4	128
WEEKLY ACTIVITY LOG																							
October 2017	10/2	10/3	10/4	10/5	10/6	10/9	10/10	10/11	10/12	10/13	10/16	10/17	10/18	10/19	10/20	10/23	10/24	10/25	10/26	10/27	10/30	10/31	
	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
WALK-IN LOG																							
Admissions & Records		1	1																				2
Application Online			2																				2
Bathroom																							0
Business Office	1						1	1			1												4
Cafeteria																							0
Campus Map/Directions							1	1			2												4
Catalog																							0
Chancellor/VCSA/VCAA							1						1										2
Childrens Center																							0
Counseling/Orientation																							0
Faculty/Staff/Instructor											1												1
Financial Aid			1								2				1								4
Gear Up																							0
Ha'iwi Kokua/Disability																							0
Hale Kea Testing Center											1												1
Human Resources (HR)																							0
Intensive English Program (IEP)																							0
Info. Ctr./Taxi Coupons	7	9	5	7		8	11	12	13	3	10	11	9	8	4	14	10	9	11	6	9	14	190
I Ola Haloa (HLS)																							0
ITS Help Desk																							0
Learning Center (TLC)																							0
Lost and Found/Security																							0
Na Pua Noeau																							0
OCET																							0
Passport	1		1								1	1											4
POM/Mail Room																							0
Phone Use			1																				1
Ticket																							0
UH Hilo/Bookstore/Library																							0
TOTAL	9	10	11	7	0	10	13	13	13	3	18	12	10	8	5	14	10	9	11	6	9	14	215
TOTAL																							341

WEEKLY ACTIVITY LOG																								
November 2017	11/1	11/2	11/3	11/6	11/7	11/8	11/9	11/10	11/13	11/14	11/15	11/16	11/17	11/20	11/21	11/22	11/23	11/24	11/27	11/28	11/29	11/30		
	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
TELEPHONE LOG					H					H									H					
Academic Calendar																							0	
Admissions & Records							1		1	1					1			3					7	
Application (Online)		1			1									1									3	
ATE																							0	
Business Office							1																1	
Cafeteria			1								1			1	2								5	
Campus Tour																							0	
Campus Map/Directions										2													2	
Chancellor/VCSA/VCAA		1				3									1								5	
Childrens Center																							0	
Computer Services (ACU)								1												1			2	
Counseling/Orientation								1			1		1	1	1								5	
Faculty/Staff/Instructor		2		5		1	3		2	1	1		4	1		3		3	1			1	28	
Financial Aid																							0	
Gear Up																							0	
Ha'awi Kokua/Disability																							0	
Hale Kea Testing Center				3						2	1		1		1				2				10	
Human Resources (HR)		1			1																		2	
Info Center							1				1					1				1			4	
Intensive English Program (IEP)																							0	
I Ola Haloa (HLS)																							0	
ITS Help Desk																							0	
Learning Center (TLC)				1																			1	
Lost and Found/Security																							0	
Na Pua Noeau																							0	
NHERC (Honokaa)																							0	
Other Campus																							0	
OCET				1							1		1		1								4	
Palamanui (West Hawaii)								1			2												3	
Passport				1	1	1			1	2	2	2		4		1		1					16	
POM/Mail Room																							0	
Therapy & Support Services																							0	
UH Hilo/Bookstore/Library																							0	
TOTAL	0	5	1	11	3	5	9	0	6	6	10	2	7	9	6	5	0	7	3	2	0	1	98	

WEEKLY ACTIVITY LOG																									
November 2017	11/1	11/2	11/3	11/6	11/7	11/8	11/9	11/10	11/13	11/14	11/15	11/16	11/17	11/20	11/21	11/22	11/23	11/24	11/27	11/28	11/29	11/30			
	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu			
			H																				98		
WALK-IN LOG																									
Admissions & Records																1							1		
Application Online				1		1			1			1							1				5		
Bathroom																							0		
Business Office																							0		
Cafeteria																							0		
Campus Map/Directions																							0		
Catalog																							0		
Chancellor/VCSA/VCAA																							0		
Childrens Center																							0		
Counseling/Orientation																							0		
Faculty/Staff/Instructor							1								1								2		
Financial Aid																							0		
Gear Up																							0		
Ha'awi Kokua/Disability																							0		
Hale Kea Testing Center																							0		
Human Resources (HR)																							0		
Info Center/Taxi Coupons	7	10	1	16	15	11	10		11	13	18	8	1	12	8	17			15	10	13	1	197		
Intensive English Program (IEP)																							0		
I Ola Haloa (HLS)																							0		
ITS Help Desk																							0		
Learning Center (TLC)																							0		
Lost and Found/Security																							0		
Na Pua Noeau																							0		
OCET																							0		
Passport										1					1			1					3		
POM/Mail Room																							0		
Phone Use												1		1									2		
Ticket																							0		
UH Hilo/Bookstore/Library																							0		
TOTAL	7	10	1	17	15	12	11	0	12	14	18	10	1	14	9	18	0	1	16	10	13	1	210		
TOTAL																									308

WEEKLY ACTIVITY LOG																											
December 2017																											
	12/1	12/4	12/5	12/6	12/7	12/8	12/11	12/12	12/13	12/14	12/15	12/18	12/19	12/20	12/21	12/22	12/25	12/26	12/27	12/28	12/29	12/30					
	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Sat					
TELEPHONE LOG																											
Academic Calendar																										0	
Admissions & Records					1		1	1	1			1		1						1						7	
Application (Online)																										0	
ATE								1																		1	
Business Office					1							2			1							1				5	
Cafeteria																										0	
Campus Tour																										0	
Campus Map/Directions																		1		1						2	
Chancellor/VCSA/VCAA																										0	
Childrens Center								1																		1	
Computer Services (ACU)																										0	
Counseling/Orientation			1		2		4	3	1		1	3		1						2						18	
Faculty/Staff/Instructor			2		1		2		2	1	2				1			2	1	1						15	
Financial Aid									1										1		2					4	
Gear Up								1																		1	
Ha'awi Kokua/Disability																										0	
Hale Kea Testing Center					3			3	1	1																8	
Human Resources (HR)														1												1	
Intensive English Program (IEP)												1														1	
I Ola Haloa (HLS)																										0	
ITS Help Desk																										0	
Learning Center (TLC)																					1					1	
Lost and Found/Security														1												1	
Na Pua Noeau																										0	
NHERC (Honokaa)																										0	
Other Campus																										0	
OCET				1			1					3					1									6	
Palamanui (West Hawaii)																										0	
Passport		1	3		2		2	1			3	1	1		2			3	1		1					21	
POM/Mail Room																										0	
Therapy & Support Services																										0	
UH Hilo/Bookstore/Library			1							1									1							3	
TOTAL	0	2	7	0	10	1	10	10	6	3	9	8	2	3	4	1	0	6	4	5	5	0				98	

WEEKLY ACTIVITY LOG																								
December 2017																								
	12/1	12/4	12/5	12/6	12/7	12/8	12/11	12/12	12/13	12/14	12/15	12/18	12/19	12/20	12/21	12/22	12/25	12/26	12/27	12/28	12/29	12/30		
	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Sat		
WALK-IN LOG																								
Admissions & Records			1		1		1						1										4	
Application Online																							0	
Bathroom																							0	
Business Office												1											1	
Cafeteria																							0	
Campus Map/Directions																							0	
Catalog																							0	
Chancellor/VCSA/VCAA																							0	
Childrens Center																							0	
Counseling/Orientation								1															1	
Faculty/Staff/Instructor																							0	
Financial Aid								2															2	
Gear Up																							0	
Ha'awi Kokua/Disability																							0	
Hale Kea Testing Center					1																		1	
Human Resources (HR)																							0	
Info Center/Taxi Coupons	5	11	12	12	6	3	3	7	1	1													61	
Intensive English Program (IEP)														1									1	
I Ola Haloa (HLS)																							0	
ITS Help Desk																							0	
Learning Center (TLC)																							0	
Lost and Found/Security																							0	
Na Pua Noeau								1															1	
OCET																							0	
Passport												1	1		1	2			1				6	
POM/Mail Room																							0	
Phone Use										1													1	
Ticket																							0	
UH Hilo/Bookstore/Library										1													1	
TOTAL	5	11	13	12	8	3	4	11	1	3	0	2	2	1	1	2	0	0	1	0	0	0	80	

TOTAL 176

WEEKLY ACTIVITY LOG

January 2018	1/1 Mon	1/2 Tue	1/3 Wed	1/4 Thu	1/5 Fri	1/8 Mon	1/9 Tue	1/10 Wed	1/11 Thu	1/12 Fri	1/15 Mon	1/16 Tue	1/17 Wed	1/18 Thu	1/19 Fri	1/22 Mon	1/23 Tue	1/24 Wed	1/25 Thu	1/26 Fri	1/29/201 Mon	1/30 Tue	1/31 Wed	
WALK-IN LOG																								
Admissions & Records		1				1	1																1	4
Application Online																								0
Bathroom																								0
Business Office																								0
Cafeteria																								0
Campus Map/Directions						3	4	1																8
Catalog																								0
Chancellor/VCSA/VCAA																		1	1					2
Childrens Center																								0
Counseling/Orientation					1							1		1										3
Faculty/Staff/Instructor												2											1	3
Financial Aid			1			3																1		5
Gear Up																								0
Ha'iwi Kokua/Disability																								0
Hale Kea Testing Center																								0
Human Resources (HR)																								0
Info Center/Taxi Coupons		2		2	1	17	21	8	12			11	11	11		20	22	3	2		10	4		157
Intensive English Program (IEP)						1																		1
I Ola Haloa (HLS)																								0
ITS Help Desk																								0
Learning Center (TLC)																								0
Lost and Found/Security																								0
Na Pua Noeau																								0
OCET		1								1									1					3
Passport		1				2						1	1			1								6
POM/Mail Room																								0
Phone Use																								0
Ticket																								0
UH Hilo/Bookstore/Library																								0
TOTAL	0	5	1	2	2	27	26	9	12	1	0	15	12	12	0	21	22	4	4	0	10	5	2	192

TOTAL 355
WEEKLY ACTIVITY LOG

January 2018	1/1 Mon	1/2 Tue	1/3 Wed	1/4 Thu	1/5 Fri	1/8 Mon	1/9 Tue	1/10 Wed	1/11 Thu	1/12 Fri	1/15 Mon	1/16 Tue	1/17 Wed	1/18 Thu	1/19 Fri	1/22 Mon	1/23 Tue	1/24 Wed	1/25 Thu	1/26 Fri	1/29/201 Mon	1/30 Tue	1/31 Wed	
TELEPHONE LOG																								
Academic Calendar																								0
Admissions & Records		1	1			2		3		2		2					1					2		14
Application (Online)																							1	1
ATE																	1							1
Business Office																		1			1			2
Cafeteria												1												1
Campus Tour																					1			1
Campus Map/Directions						2		1																3
Chancellor/VCSA/VCAA																					2			2
Childrens Center																								0
Computer Services (ACU)																								0
Counseling/Orientation						1	2			2				2										7
Faculty/Staff/Instructor				1		5		3	1	1		1	3	3	1	7		1	5	3	1	1		37
Financial Aid		1		1														1				1		4
Gear Up							1																	1
Ha'iwi Kokua/Disability																								0
Hale Kea Testing Center			1	1										1					3			1	1	9
Human Resources (HR)								1																1
Information Center							6			1		1	1			1		2	2	1		1	3	19
Intensive English Program (IEP)																								0
I Ola Haloa (HLS)																								0
ITS Help Desk																								0
Learning Center (TLC)																								0
Lost and Found/Security																								0
Na Pua Noeau																								0
NHERC (Honokaa)																								0
Other Campus							2																	2
OCET								1		1							1	1	3		2	2	1	12
Palamanui (West Hawaii)				2														1	1					4
Passport		2	4		3			3	1			3	2				1	3	4	1		2		30
POM/Mail Room						1											1		1					3
Therapy & Support Services																								0
UH Hilo/Bookstore/Library		1	1			2		1	1			2							1					9
TOTAL	0	5	7	5	3	14	11	13	3	7	0	10	6	6	1	12	6	13	14	4	7	10	6	163

WEEKLY ACTIVITY LOG																						
February 2018	2/1	2/2	2/5	2/6	2/7	2/8	2/9	2/12	2/13	2/14	/15/201	2/16	2/19	2/20	2/21	2/22	2/23	2/26	2/27	2/28		
	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed		
			H																			
WALK-IN LOG																						
Admissions & Records				1																1		
Application Online					1														1	2		
Bathroom																				0		
Business Office			1																	1		
Cafeteria															1					1		
Campus Map/Directions																				0		
Catalog																				0		
Chancellor/VCSA/VCAA																				0		
Childrens Center																				0		
Counseling/Orientation											1									1		
Faculty/Staff/Instructor			1												1					2		
Financial Aid				1																1		
Gear Up																				0		
Ha'awi Kokua/Disability																				0		
Hale Kea Testing Center																				0		
Human Resources (HR)																				0		
Info Center/Taxi Coupons	3	1	12					4	17	19	17	2		19	19	17		1	20	20		
Intensive English Program (IEP)																				0		
I Ola Haloa (HLS)																				0		
ITS Help Desk																				0		
Learning Center (TLC)																				0		
Lost and Found/Security																				0		
Na Pua Noeau																				0		
OCET			1		1										1					3		
Passport					1															1		
POM/Mail Room																				0		
Phone Use																				0		
Ticket																				0		
UH Hilo/Bookstore/Library			1																	1		
TOTAL	3	1	16	2	3	0	0	4	17	19	18	2	0	19	22	17	0	1	20	21		
																					Total	310

WEEKLY ACTIVITY LOG																											
February 2018	2/1	2/2	2/5	2/6	2/7	2/8	2/9	2/12	2/13	2/14	/15/201	2/16	2/19	2/20	2/21	2/22	2/23	2/26	2/27	2/28							
	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed							
TELEPHONE LOG																											
Academic Calendar																											0
Admissions & Records	1	1	4								1							2									9
Application (Online)								1																			1
ATE				1																							1
Business Office		1		1	1									1						1							5
Cafeteria						2	3																				5
Campus Tour																											0
Campus Map/Directions																		1									1
Chancellor/VCSA/VCAA																											0
Career and Job Development																		1									1
Childrens Center																											0
Computer Services (ACU)				1																							1
Counseling/Orientation	1							1			1	2						2									7
Faculty/Staff/Instructor	2	1	2	2			1		1	1	2	2				4		1	1	4							24
Financial Aid																											0
Gear Up																											0
Ha'a'wi Kokua/Disability																											0
Hale Kea Testing Center	1					1				1										1							4
Human Resources (HR)																		1									1
Information Center	1	1	4		4	2					1			1			2										16
Intensive English Program (IEP)																											0
I Ola Haloa (HLS)																											0
ITS Help Desk																											0
Learning Center (TLC)																											0
Lost and Found/Security						1																					1
Na Pua Noeau																											0
NHERC (Honokaa)																											0
Other Campus																											0
OCET	2		1	2		1		2		1							1	1	7		2						20
Palamanui (West Hawaii)																1											1
Passport	1	4		4	4	4	1	3	3	3	1	1		1	3	1		2	4	2							42
POM/Mail Room																											0
Therapy & Support Services																											0
UH Hilo/Bookstore/Library									1																		1
TOTAL	8	6	7	9	8	11	5	6	5	6	5	5	0	2	4	6	3	15	6	8							125

WEEKLY ACTIVITY LOG																								
March 2018	3/1	3/2	3/5	3/6	3/7	3/8	3/9	3/12	3/13	3/14	3/15	3/16	3/19	3/20	3/21	3/22	3/23	3/26	3/27	3/28	3/29	3/30		
	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
WALK-IN LOG																								
Admissions & Records																						0		
Application Online			1																			1		
Bathroom																						0		
Business Office																						0		
Cafeteria		2																				2		
Campus Map/Directions														1								1		
Catalog																						0		
Chancellor/VCSA/VCAA																						0		
Childrens Center																						0		
Counseling/Orientation																						0		
Faculty/Staff/Instructor				1																		1		
Financial Aid						1																1		
Gear Up																						0		
Ha'awi Kokua/Disability																						0		
Hale Kea Testing Center																						0		
Human Resources (HR)																						0		
Info Center/Taxi Coupons	25	5	19	32	7	18	2	15	11	20	18	5	2	5	5	5	2	1				197		
Intensive English Program (IEP)																						0		
I Ola Haloa (HLS)																						0		
ITS Help Desk																						0		
Learning Center (TLC)																						0		
Lost and Found/Security																						0		
Na Pua Noeau																						0		
OCET	1																					1		
Passport				1	2																	3		
POM/Mail Room																						0		
Phone Use															1							1		
Ticket																						0		
UH Hilo/Bookstore/Library																						0		
TOTAL	26	7	20	34	10	18	2	15	11	20	18	5	2	6	6	5	2	1	0	0	0	0	208	
Total																								376

WEEKLY ACTIVITY LOG																							
March 2018	3/1	3/2	3/5	3/6	3/7	3/8	3/9	3/12	3/13	3/14	3/15	3/16	3/19	3/20	3/21	3/22	3/23	3/26	3/27	3/28	3/29	3/30	
	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
TELEPHONE LOG																							
Academic Calendar																			1				1
Admissions & Records			1	1				1		2					1	2	1	1					10
Application (Online)									1		1	1						1					4
ATE										1													1
Business Office								2		1													3
Cafeteria		1	1						2	1													5
Campus Tour																							0
Campus Map/Directions	1	1												1			1						4
Chancellor/VCSA/VCAA							1										1						2
Career and Job Development											1												1
Childrens Center																							0
Computer Services (ACU)																							0
Counseling/Orientation	2	4					1		1														8
Faculty/Staff/Instructor	7		4	3	5				1			1				1							22
Financial Aid																							0
Gear Up																							0
Ha'awi Kokua/Disability												2											2
Hale Kea Testing Center	1				1	1		1		1				1									6
Human Resources (HR)		1							1														2
Information Center			3	3	1	5	1							3				1	2				19
Intensive English Program (IEP)																							0
I Ola Haloa (HLS)																							0
ITS Help Desk																							0
Learning Center (TLC)					1																		1
Lost and Found/Security																							0
Na Pua Noeau																							0
NHERC (Honokaa)																							0
Other Campus																							0
OCET		3	3			3					1			2	3						1		16
Palamanui (West Hawaii)																							0
Passport	2	2	5			1	1	6	3		2	2	1	4	4	1	2	5	4	5	6		56
POM/Mail Room						1																	1
Therapy & Support Services																							0
UH Hilo/Bookstore/Library			1					1	2														4
TOTAL	13	12	18	7	8	11	4	12	10	6	7	4	6	6	8	4	6	10	4	5	7	0	168

WEEKLY ACTIVITY LOG																											
May 2018	5/1 Tue	5/2 Wed	5/3 Thu	5/4 Fri	5/7 Mon	5/8 Tue	5/9 Wed	5/10 Thu	5/11 Fri	5/14 Mon	5/15 Tue	5/16 Wed	5/17 Thu	5/18 Fri	5/21 Mon	5/22 Tue	5/23 Wed	5/24 Thu	5/25 Fri	5/28 Mon	5/29 Tue	5/30 Wed	5/31 Thu				
TELEPHONE LOG																											
Academic Calendar																									0		
Admissions & Records		1							1	2				1		1					1				7		
Application (Online)																									0		
ATE																					1				1		
Business Office																									0		
Cafeteria																									0		
Campus Tour																									0		
Campus Map/Directions											1	1				2									4		
Chancellor/VCSA/VCAA												1													1		
Childrens Center	1																								1		
Computer Services (ACU)														1											1		
Counseling/Orientation		1				1				1	4	1		1					1		1				11		
Faculty/Staff/Instructor			1				2		2	2		1			1				1						10		
Financial Aid																									0		
Gear Up																							1		1		
Ha'awi Kokua/Disability																									0		
Hale Kea Testing Center					1						2					2	1								6		
Human Resources (HR)									1	1											2				4		
Intensive English Program (IEP)																									0		
Information Center	2	3	1	2	2		1	5	7	1	1					2		1			2	1	2		33		
I Ola Haloa (HLS)																			1						1		
ITS Help Desk																									0		
Learning Center (TLC)																1									1		
Lost and Found/Security																									0		
Na Pua Noeau																									0		
NHERC (Honokaa)																									0		
Other Campus																									0		
OCET		1								2								1	1		2				7		
Palamanui (West Hawaii)																									0		
Passport	1	3	2						2	1	3	1	1		3	1			1			1	1		21		
POM/Mail Room				1																					1		
Therapy & Support Services																									0		
UH Hilo/Bookstore/Library															1						1				2		
TOTAL	4	9	4	3	3	1	3	5	13	10	11	5	1	3	10	5	1	2	4	0	10	2	4		113		
WEEKLY ACTIVITY LOG																											
May 2018	5/1 Tue	5/2 Wed	5/3 Thu	5/4 Fri	5/7 Mon	5/8 Tue	5/9 Wed	5/10 Thu	5/11 Fri	5/14 Mon	5/15 Tue	5/16 Wed	5/17 Thu	5/18 Fri	5/21 Mon	5/22 Tue	5/23 Wed	5/24 Thu	5/25 Fri	5/28 Mon	5/29 Tue	5/30 Wed	5/31 Thu				
WALK-IN LOG																											
Admissions & Records		1														1									2		
Application Online																1									1		
Bathroom																									0		
Business Office										1															1		
Cafeteria																									0		
Campus Map/Directions			1																						1		
Catalog																									0		
Chancellor/VCSA/VCAA																									0		
Childrens Center																									0		
Counseling/Orientation																									0		
Faculty/Staff/Instructor																									0		
Financial Aid			1																						1		
Gear Up																									0		
Ha'awi Kokua/Disability																									0		
Hale Kea Testing Center																									0		
Human Resources (HR)																									0		
Info Center/Taxi Coupons	9	5	22					3	1												1				41		
Intensive English Program (IEP)																									0		
I Ola Haloa (HLS)																									0		
ITS Help Desk																									0		
Learning Center (TLC)																									0		
Lost and Found/Security																									0		
Na Pua Noeau																									0		
OCET						1																			1		
Passport														1					3			1			5		
POM/Mail Room																									0		
Phone Use						2																			2		
Ticket																									0		
UH Hilo/Bookstore/Library																									0		
TOTAL	9	8	22	0	0	3	0	3	2	0	0	0	0	1	2	0	0	0	3	0	1	1	0		55		
																									TOTAL		168

June 2018	6/1	6/4	6/5	6/6	6/7	6/8	6/11	6/12	6/13	6/14	6/15	6/18	6/19	6/20	6/21	6/22	6/25	6/26	6/27	6/28	6/29	6/30	7/1	
	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Wed	Thu		
TELEPHONE LOG																								
Academic Calendar												1											1	
Admissions & Records		1		1	1							1			4		2	2		1	2		15	
Application (Online)						1																	1	
ATE	1																						1	
Business Office																				1			1	
Cafeteria																							0	
Campus Tour																							0	
Campus Map/Directions		1																					1	
Chancellor/VCSA/VCAA					2								2			1							5	
Childrens Center																							0	
Computer Services (ACU)																			1				1	
Counseling/Orientation		2	1	1		2				1	1				18	10	1			2	1		38	
Faculty/Staff/Instructor		1			2		1	1	1	1	1		2		3		3	1	2				19	
Financial Aid															1								1	
Gear Up																							0	
Hawai Kokuu/Disability																							0	
Hale Kea Testing Center															1			1	3	3			8	
Human Resources (HR)												1											1	
Intensive English Program (IEP)												1				1							2	
Information Center															1				1		2		4	
I Ola Haleo (HLS)																							0	
ITS Help Desk							1									1							2	
Learning Center (TLC)																							0	
Lost and Found/Security																							0	
Na Pua Noeau																							0	
NHERC (Honokaa)																							0	
Other Campus																							0	
OCET		1	2	2																1			6	
Palamaniui (West Hawaii)																							0	
Passport		3	1	2		1		2			2	1	2	5	4			2		1	1		27	
POM/Mail Room																							0	
Therapy & Support Services																							0	
UH Hilo/Bookstore/Library																							0	
TOTAL	2	10	4	4	5	4	2	3	1	1	3	5	6	5	32	13	6	6	8	8	6	0	134	

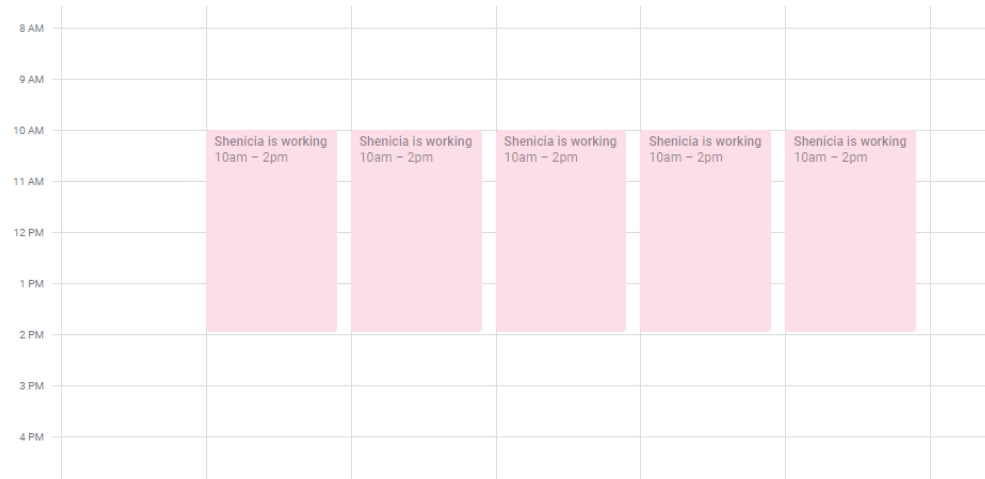
June 2018	6/1 Fri	6/4 Mon	6/5 Tue	6/6 Wed	6/7 Thu	6/8 Fri	6/11 Mon	6/12 Tue	6/13 Wed	6/14 Thu	6/15 Fri	6/18 Mon	6/19 Tue	6/20 Wed	6/21 Thu	6/22 Fri	6/25 Mon	6/26 Tue	6/27 Wed	6/28 Thu	6/29 Wed	6/30 Thu	7/1
WALK-IN LOG			H																				
Admissions & Records																							0
Application Online																							0
Bathroom																							0
Business Office																							0
Cafeteria																							0
Campus Map/Directions																							0
Catalog																							0
Chancellor/VCSA/VCAA																							0
Childrens Center																							0
Counseling/Orientation			3																				3
Faculty/Staff/Instructor																							0
Financial Aid																							0
Gear Up																							0
Ha'awi Kokua/Disability																							0
Hale Kea Testing Center																							0
Human Resources (HR)																							0
Intensive English Program (IEP)																							0
I Ola Haloa (HLS)																							0
ITS Help Desk																							0
Learning Center (TLC)																							0
Lost and Found/Security																							0
Na Pua Noeau																							0
OCET																							0
Passport																							0
POM/Mail Room																							0
Phone Use																							0
Ticket																							0
UH Hilo/Bookstore/Library														1									1
OTAL		0	0	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0

TOTAL	138
-------	-----

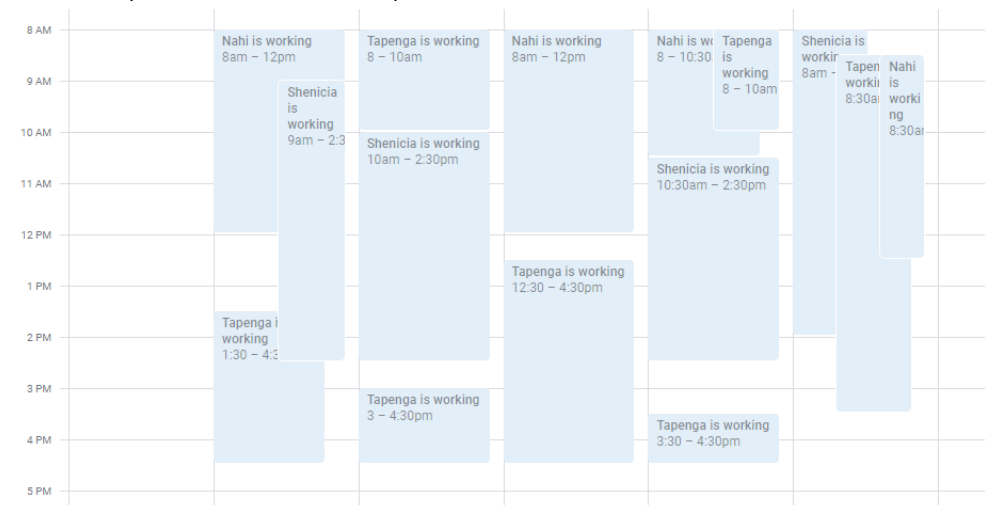
Appendix C

Student Assistant/Student Ambassador Work Schedules (2017-2018)

Fall 2017 (August-October)



Fall 2017 (November-December)



Spring 2018 (January-May)



Summer 2018 (June-July)

8 AM									
9 AM									
10 AM									
11 AM									
12 PM									
1 PM									
2 PM									
3 PM									
4 PM									

Spring 2018 (July-August)

8 AM									
9 AM									
10 AM									
11 AM									
12 PM									
1 PM									
2 PM									
3 PM									
4 PM									

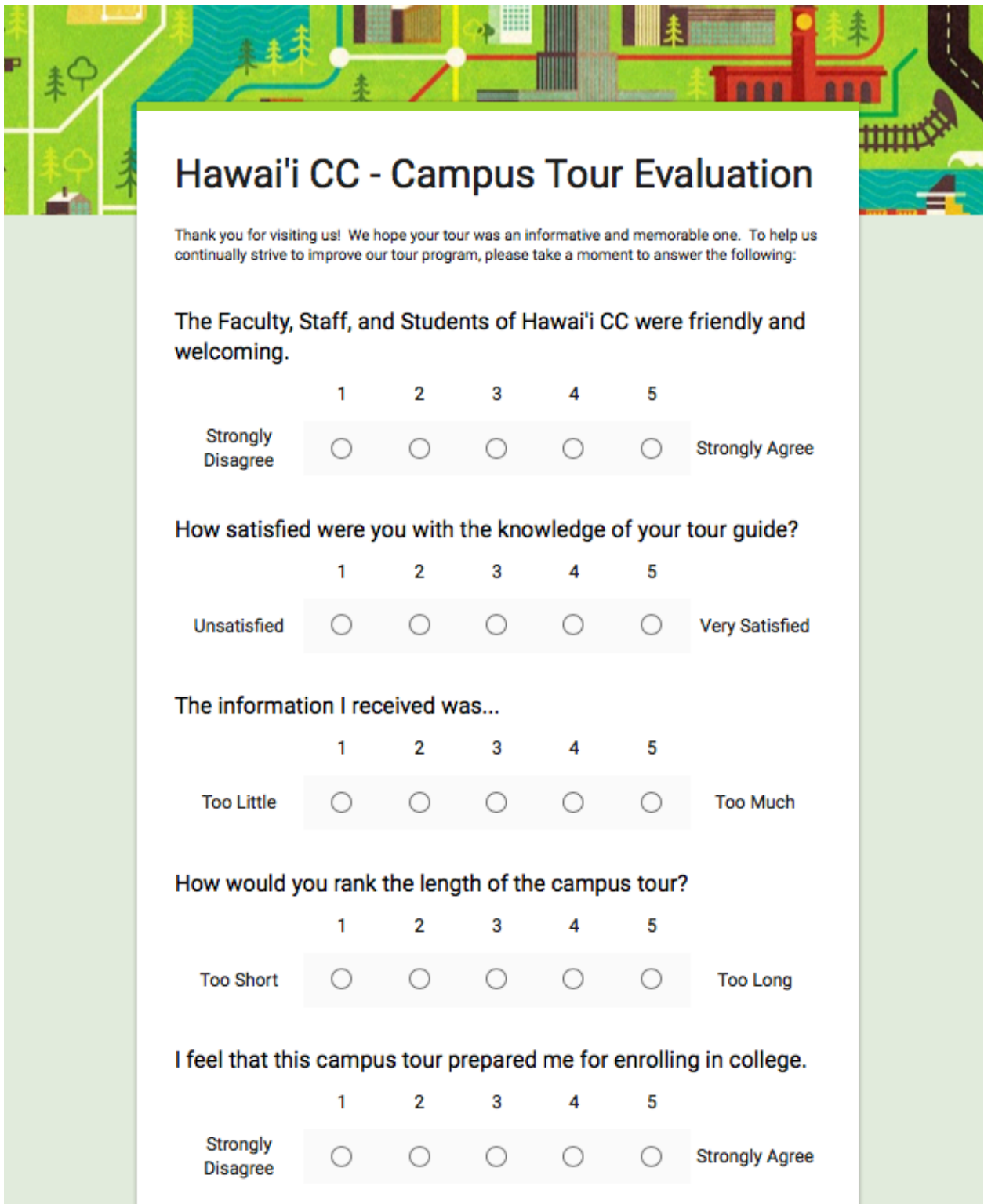
Appendix D

Campus Tour Data (2017-2018)

	Tours	People
July	-	-
August	3	23
September	3	3
October	4	177
November	5	60
December	-	-
January	1	2
February	4	4
March	7	162
April	1	1
May	3	9
June	-	-
Total	31	441

Appendix E

Hawai'i CC Campus Tour Evaluation Form



The form is titled "Hawai'i CC - Campus Tour Evaluation" and is set against a background of a colorful, stylized map of the campus. The map features various buildings, trees, and a winding path. The form itself is a white rectangular box with a thin black border. It contains a title, a thank-you message, and five evaluation questions, each with a 5-point Likert scale. The scales are represented by five circles with numbers 1 through 5 above them. The first question is about the friendliness of the faculty, staff, and students. The second is about satisfaction with the tour guide's knowledge. The third is about the amount of information received. The fourth is about the length of the tour. The fifth is about how well the tour prepared the respondent for college.

Hawai'i CC - Campus Tour Evaluation

Thank you for visiting us! We hope your tour was an informative and memorable one. To help us continually strive to improve our tour program, please take a moment to answer the following:

The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.

1 2 3 4 5

Strongly Disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree

How satisfied were you with the knowledge of your tour guide?

1 2 3 4 5

Unsatisfied ☐ ☐ ☐ ☐ ☐ Very Satisfied

The information I received was...

1 2 3 4 5

Too Little ☐ ☐ ☐ ☐ ☐ Too Much

How would you rank the length of the campus tour?

1 2 3 4 5

Too Short ☐ ☐ ☐ ☐ ☐ Too Long

I feel that this campus tour prepared me for enrolling in college.

1 2 3 4 5

Strongly Disagree ☐ ☐ ☐ ☐ ☐ Strongly Agree

What did you enjoy the MOST about the tour?

Your answer

What did you enjoy the LEAST about the tour?

Your answer

Is there anything we could have done to make the tour better for you?

Your answer

SUBMIT

Never submit passwords through Google Forms.

This form was created inside of University of Hawaii. [Report Abuse](#) - [Terms of Service](#)

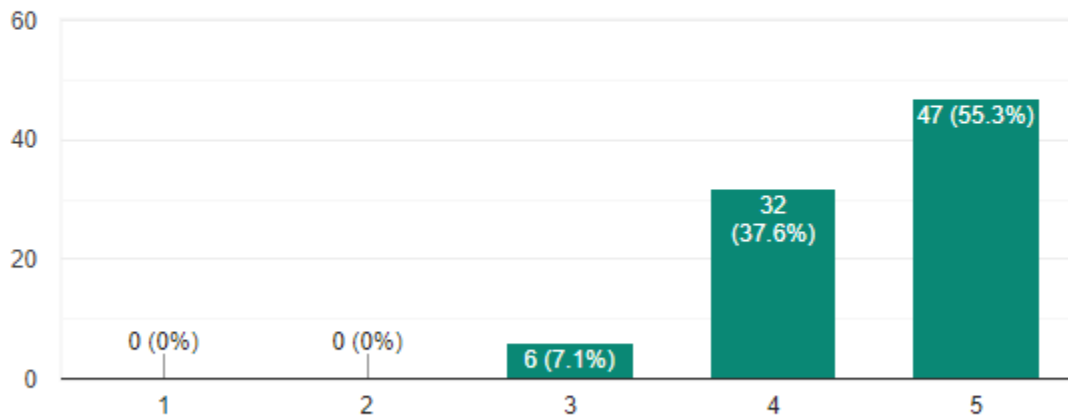
Google Forms

Appendix F

Hawai'i CC Campus Tour Evaluation Results

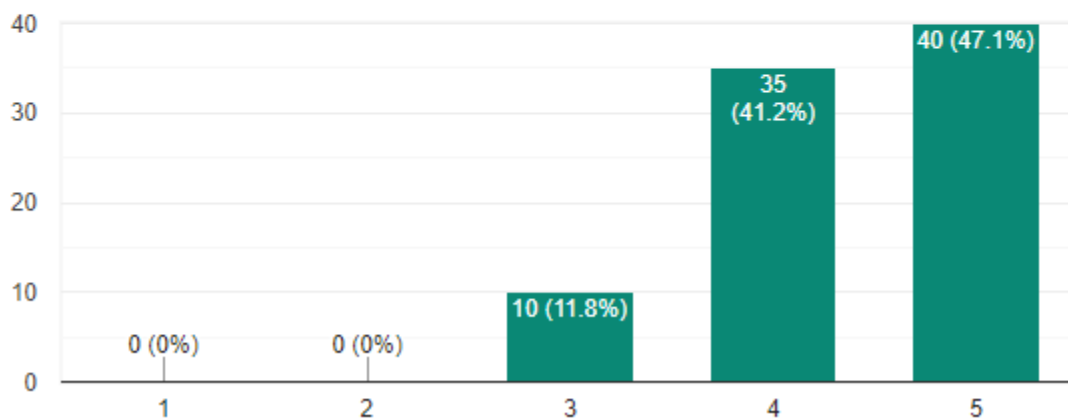
The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.

85 responses



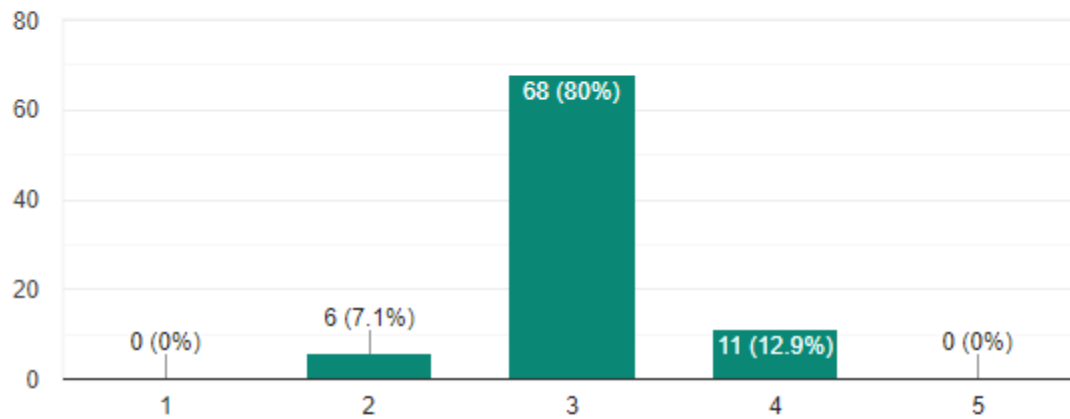
How satisfied were you with the knowledge of your tour guide?

85 responses



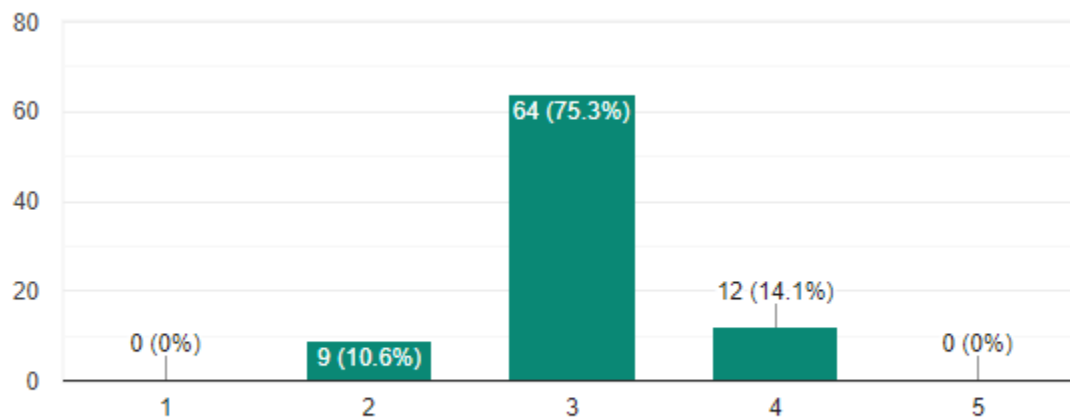
The information I received was...

85 responses



How would you rank the length of the campus tour?

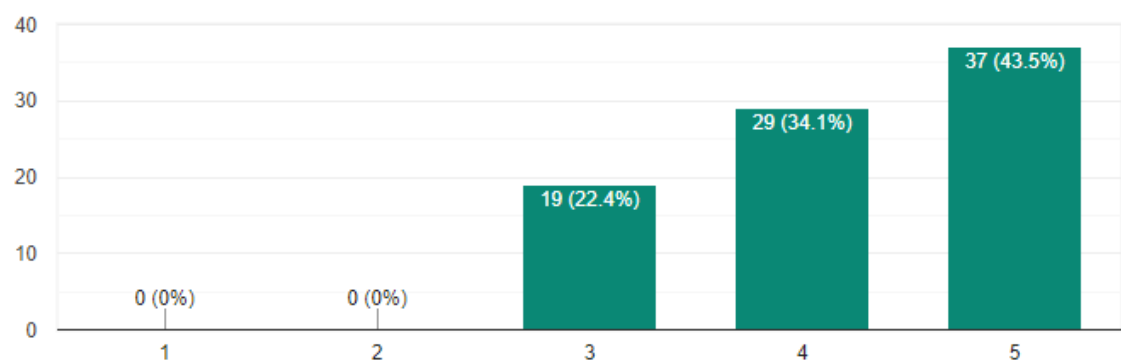
85 responses



I feel that this campus tour prepared me for enrolling in college.



85 responses



What did you enjoy the MOST about the tour?

45 responses

everything
auto body
human services
everything
culinary
Culinary Arts
Culinary, the food/snacks, Auto Mechanics, Human Services, the freedom, Nursing, the tour guides were very friendly and answered all our questions.
Everything, Friendly staff
The info
1. Human Services 2. Culinary 3. Nursing
Going to the computer labs, I didn't know HCC had computers for students to use
Human Services
Culinary
Everything I am excited to go to Culinary
The information was great and I am glad she gave me her card so I can call her if I have any questions later on
The lady showing us around was very friendly and answered all of our questions, she was loud enough that we could hear even if we were in the back. She also waited for the slow walkers before she started talking about the next location, she also repeated our questions and responded to our understanding.
Very Thorough
The nursing program
1. nursing 2. culinary 3.human services
The direct responses to all my questions

What did you enjoy the MOST about the tour?

45 responses

the realness of the tour guide, Kesha talked about real life situations and gave good advice.
agriculture
going into the freezer cause it was hot
the nursing SIM man
the information
the nursing
the hands on activities
not being in school
1. Nursing 2. Human Services 3. Auto body
hands on activities
it was hands on
1. nursing 2. human services 3. digital media
the hands on activities
not being in school
1. Nursing 2. Human Services 3. Auto body
hands on activities
it was hands on
1. nursing 2. human services 3. digital media
hands on program
1. nursing 2. culinary 3. human services 4. carpentry
1. culinary 2. auto body 3. digital media arts
nursing
1. Nursing 2. Human services 3. Carpentry 4. Digital media arts
1. Nursing 2. Auto body 3. Human services

What did you enjoy the LEAST about the tour?

45 responses

nothing
N/A
walking
Nothing
No answer
Walking and standing, climbing the stairs
I had a hard time finding parking
Nothing, I enjoyed it all
Less walking, it was cold raining
it was hot and raining
the walking
nothing! everything was perfect
Less walking, it was cold raining
it was hot and raining
the walking
nothing! everything was perfect
too much walking
walking from our school
teacher scolding me
the walking
the sun
not enough time
too hot
the heat

Is there anything we could have done to make the tour better for you?

40 responses

see more programs
N/A
nothing, it was a great tour
nothing
provide refreshments
spend more time in programs
take a break
More programs like Fire and Carpentry.
Nothing. Thank you so much!
Enough cookies for both groups
No, but thank you for sharing the information about your school. I may come here after the military.
Nothing!thank you
you did a great job!
let us sit down
im so excited to start school in the fall
ask our teacher to keep us out longer
no, idk if college is for me
no
let me sit
spend more time in the programs
make it longer
Take a break
Nothing, it was a great tour

Is there anything we could have done to make the tour better for you?

40 responses

Keep us longer so we don't have to go back to the academy
I'm from Maui so it was good that the the lady knew information about that school too

Thank you so much for helping me figure out my next step after the academy

Thank you for the umbrellas

see more different programs

snacks

n/a

Nothing!thank you

you did a great job!

let us sit down

im so excited to start school in the fall

ask our teacher to keep us out longer

no, idk if college is for me