

# Information Center



# ANNUAL

REPORT OF PROGRAM DATA

# 2021

July 1, 2020 through June 30, 2021



UNIVERSITY of HAWAII®  
**HAWAII**  
COMMUNITY COLLEGE

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**attachments and supporting documentation may be uploaded in WORD, PDF, or EXCEL**

## **1. Program or Unit Description**

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Program or Unit Mission or Purpose Statement

What is the target student or service population?

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 and smooth as possible. The Information Center's goal within the Paepae Haumāna - Welcome Center is to serve as a one-stop service center to guide students through various enrollment processes including Admissions and Financial Aid; as well as provide reference to various resource offices, such as Counseling, Advising and Support Services Center, Hale Kea Advancement & Testing Center, Hā'awi Kōkua Program (Disability Services Center), Mental Wellness and Personal Development Services, The Learning Center, Kō Education Center, and the Pālanuanui Office of Student Services.

The Information Center continues to promote accessibility to higher education, by providing individuals and organizations with the most accurate, up-to-date information about Hawai'i Community College programs, services, and events. While questions may be considered complex, every effort is made to clarify questions and assist in resolving customer concerns.

The Information Center serves as an essential source of communication to the Hawai'i CC Kauhale and the community using various media channels. Some of the information shared includes details about Hawai'i Community College, general inquiries, referrals to various offices, departments, faculty or staff, and providing details about Hawai'i CC associated events, etc.

Service Area Outcomes (SAOs)

1. When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.
2. Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.
3. Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.
4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.

## **2. Analysis of the Program/Unit**

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### [UHCC Annual Report of Program Data \(VARPD\)](#)

Discuss the program's or unit's strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program's ARPD Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years). Provide an explanation of any significant changes to the program's Quantitative Indicators or unit's key performance measures in the year of this Review.

Instructional programs must include a discussion of ARPD health indicators with benchmarks to provide a quick view on the overall condition of the program. CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level in the year of this Review.

Discuss significant program or unit actions and activities over the year of this Review. Include new certificate(s), stop outs, gain/loss of position(s), organizational changes, changes in unit operations or responsibilities, etc. Include a discussion of external factors affecting the program or unit.

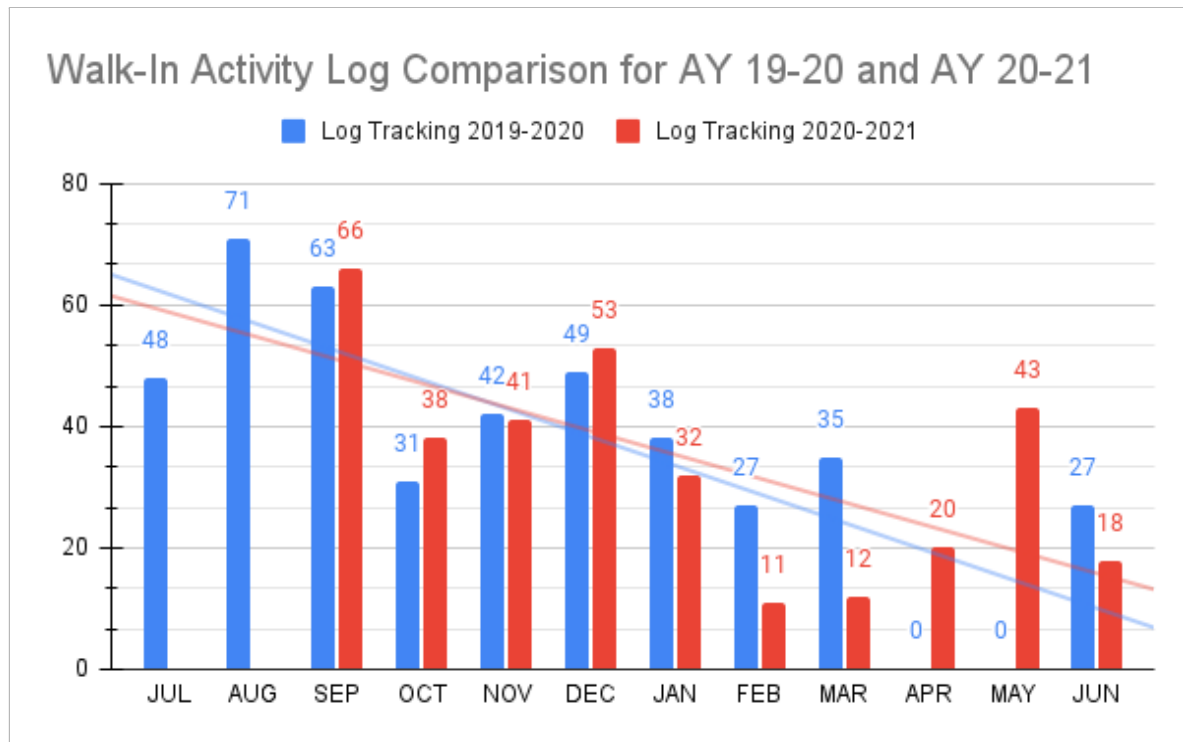
Instructional programs must provide the URL for the program's ARPD data tables and attachment(s) for relevant program-developed metrics discussed in this Review; non-instructional units must provide URLs for unit-specific data and attachment(s) for relevant unit-developed metrics discussed in this Review.

The Information Center began the AY 20-21 in the midst of the COVID-19 pandemic closure, however continued to serve as the main contact for general campus information, campus visits, promoting campus events and advertisements; fielding a variety of inquiries, for example standard directory information, COVID-19 related questions, and distribution of student planners and Hawai'i CC Catalogs. All Information Center services are provided to the Hawai'i CC Kauhale as well as the Hawai'i Island community and the general public. The Information Center remains open for services year-round, to deliver accurate and up-to-date information. The Information Center along with the entire Paepae Haumāna - Welcome Center provided solely virtual services beginning March 2020 through June 2020; this included phone, email, text, and Zoom during regular business hours. During June 2020, a Service Window was opened for limited face-to-face services from Monday through Friday from 8:30AM-3:30PM; services included collection of documents, distribution of forms, and providing responses to center inquiries. Student Ambassadors and Student Assistants continue to greet visitors before referring individuals to the Admissions & Records Office, Financial Aid Office, Information Center, or other offices if needed. The Information Center staff continue to update various brochures using previously created templates, these templates are easy to update and print for distribution to Division of Student Affairs offices. The

**Program or Unit Name:** Information Center

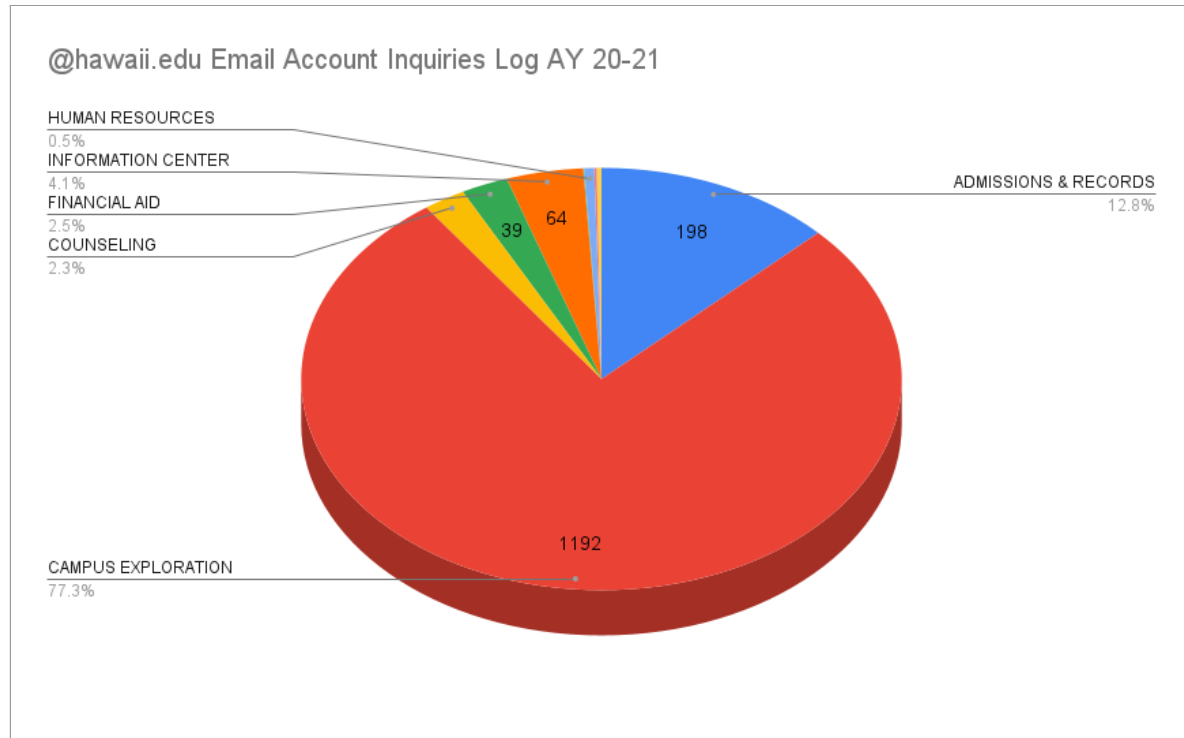
Information Center Coordinator utilizes the UH Broadcast system to send out announcements to Hawai'i CC Students, Faculty, and Staff. Announcements are primarily regular Ka 'lo Weekly updates sent out every Sunday morning at 7:30AM, sample shown in Appendix A. Each Ka 'lo Weekly includes important information and deadlines, upcoming campus/community events, other available student opportunities, campus dining information and more. The Ka 'lo Weekly was updated to a more user friendly and visual format using Mailchimp Sites created by a Student Ambassador and maintained by the Information Center Coordinator. This external site allows the use of various formatting through font styles and colors, adding photos, hyperlinks, special characters and more. The intention was to reduce email fatigue by limiting the frequency of announcements sent in a single week; on average there are no more than three announcements sent out by the Information Center to all Hawai'i CC Students, Faculty, and/or Staff. The Information Center Coordinator was unable to constructively review the success of the Ka 'lo Weekly announcements since beginning this transition in AY 16-17, but will in the coming aid year.

With the service area staff being the first to acknowledge and assist individuals, the number of Information Center walk-in inquiries are measured for the Admissions & Records Office, Financial Aid Office, and Information Center together as the Paepae Haumāna - Welcome Center. During the reporting period we received 334 walk-ins in comparison to the previous year where we had 431. When comparing the "Walk-In Activity Log Comparison for AY 19-20 and AY 20-21" (CHART A), there was a 22.5% decrease or 97 individuals in overall walk-in traffic likely due to the COVID-19 pandemic closure. On average, there were about 33 walk-ins per month which translates to approximately 1-2 customers per day. Although this walk-in log only began in September of 2020 the Paepae Haumāna - Welcome Center still saw normal peak months during September, November, December and May, which marks the start and ending of each semester. Unfortunately, reporting was not completed during this reporting period for phone inquiries and the center was not able to keep an accurate record of walk-in inquiries, due to numerous changes in staffing and protocols as a result of the COVID-19 pandemic. In addition, regular daily reporting logs for all inquiries methods are currently on hold until the Paepae Haumāna - Welcome Center could secure a central check-in system for all of the Admissions & Records Office, Financial Aid Office, and Information Center visitors. Furthermore, while the Paepae Haumāna - Welcome Center as a whole experienced a reduction in walk-in traffic, the volume of telephone calls for Paepae Haumāna - Welcome Center as a whole have increased exponentially.

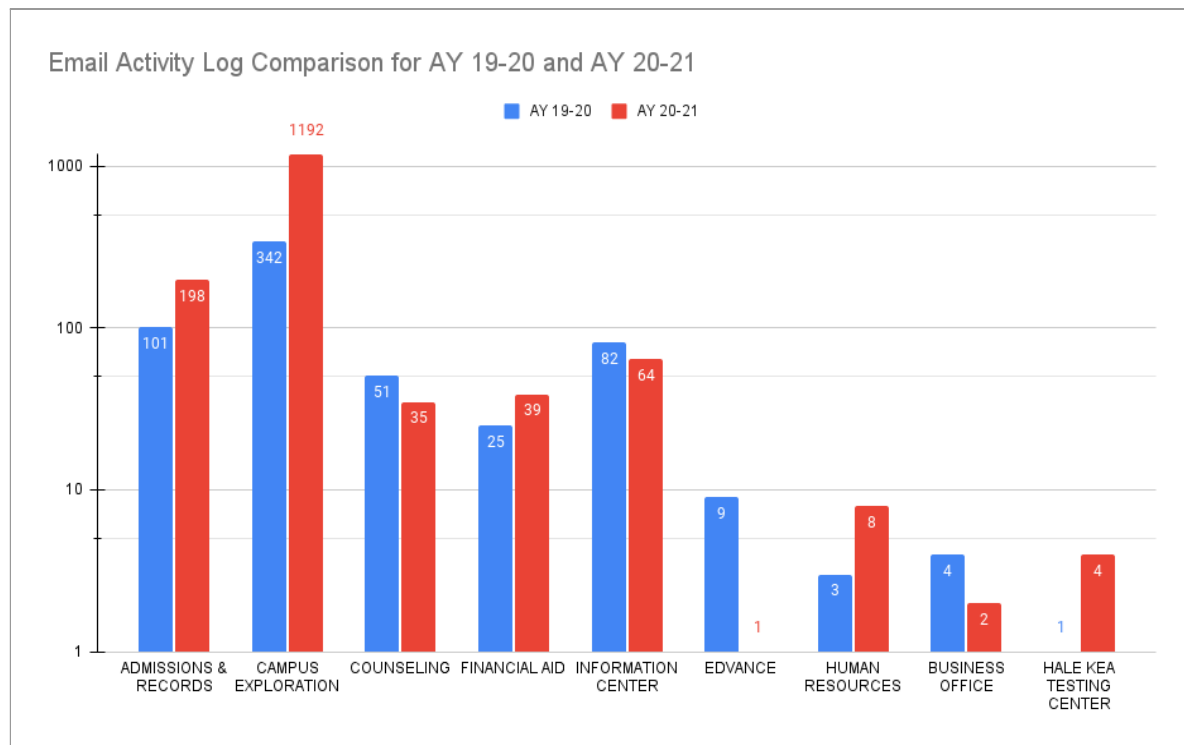
**CHART A - Walk-In Activity Log Comparison for AY 19-20 and AY 20-21**

Due to the COVID-19 pandemic, the Paepae Haumāna - Welcome Center remained open for limited services including accessibility by phone, email, along with other digital communication platforms. The Information Center Coordinator served as the primary supervisor on duty, and provided assistance for all areas covered within the center. For this reporting period the overall tally of all email correspondence from the Information Center ([hawccinf@hawaii.edu](mailto:hawccinf@hawaii.edu)) and Paepae Haumāna - Welcome Center ([welcomeu@hawaii.edu](mailto:welcomeu@hawaii.edu)) email accounts, are shown below in “@hawaii.edu Email Account Inquiries Log AY 20-21” (CHART B). Both email accounts are monitored by the Student Ambassadors and the Information Center Coordinator. As shown, more than 77% or 1192 of email inquiries are Campus Explorations or Campus Inquiries requesting information about Hawai'i CC, while other inquiries include 12.8% or 198 inquiries for Admissions & Records, 4.1% or 64 general miscellaneous inquiries, and 2.5% or 39 inquiries relating to Financial Aid, 2.3% or 35 inquiries for Counseling, Advising and Support Services Center among others. Overall there were over 1500 email inquiries made to the Information Center and Paepae Haumāna - Welcome Center during the AY 20-21. Based on the “Email Activity Log Comparison for AY 19-20 and AY 20-21” (CHART C), it is evident that there was an increase in most email activity topics which was likely due to the shift in virtual services during the reporting period. Between the AY 19-20 and AY 20-21, there was an increase of total inquiries from 618 to 1543 which translates to a rise of 150%. Some notable growths consist of Campus Explorer requests from 342 to 1192 up by 249%, Employment Opportunities from 3 to 8 up by 167%, and Admissions & Records related questions from 101 to 198 up by 96%, among other enrollment process inquiries.

**CHART B - @hawaii.edu Email Account Inquiries Log AY 20-21**



**CHART C - Email Activity Log Comparison for AY 19-20 and AY 20-21**



Prior to the AY 20-21, the Information Center Coordinator served on the UH System Two-Way Texting Working Group; this group was tasked with researching and identifying the best platform for the UH System to use for two-way texting between the campus and current and prospective students. During the reporting period, the SignalVine was identified and implemented for system use, there would be phases beginning with Onboarding, Engagement, and Financial Aid respectively. The Hawai'i CC Onboarding Team worked on templated messaging for the Onboarding student profile during most of the reporting period, the Admissions Message Template was launched in March 2021 with 2,153 total contacts and over 14,600 messages sent since the launch. A total of 1,802 messages responses were received from this Onboarding student profile; with a 39.9% overall engagement rate and about 21.4% or 461 contacts showing high to medium engagement. Templated messaging will be created for each additional phase, at this time the Onboarding Team is in the process of formulating the Engagement student profile messaging, hoping to launch this phase during the Spring 2022 semester and the final Financial Aid phase in Spring 2023. As a bonus, a Prospects student profile was created for campuses who wished to put in some manual work to upload lists of prospective students; these are students who started a Hawai'i CC online application and have not completed or submitted the application successfully. For this student profile, which started in May 2021, a total of 1,442 messages responses were received from this Onboarding student profile; with a 0.8% overall engagement rate, this could be due to applicants mistakenly selecting Hawai'i CC as their home campus or individuals starting an application and forgetting their password and having to start over. Please see Appendix B for more detailed SignalVine Texting Analytics.

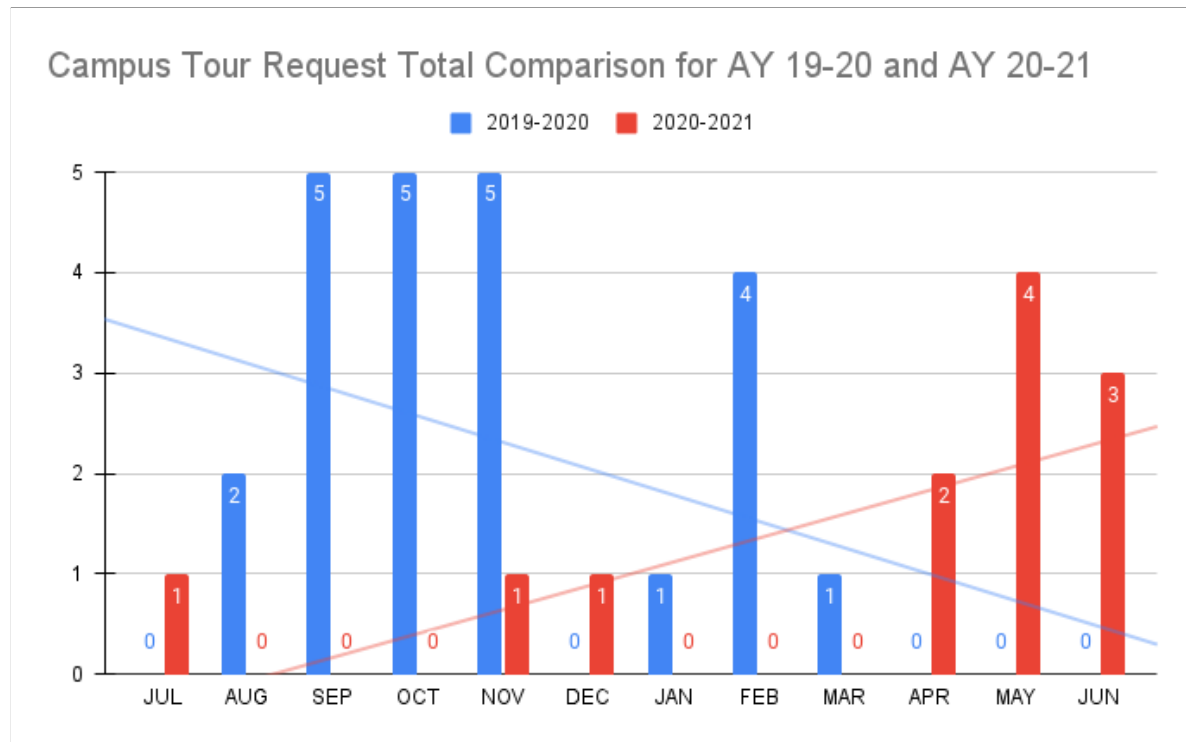
As a result of the COVID-19 pandemic, the Information Center Coordinator hosted and facilitated a Zoom Switchboard. The switchboard was established by creating a recurring meeting, enabling the waiting room, creating various breakout rooms, and coordinating to ensure the switchboard had enough facilitators. The purpose of the Zoom Switchboard was to assist students with navigating the start of the semester, it also allowed for individuals to join the Zoom meeting to virtually address their inquiries similar to a face-to-face visit. The Zoom Switchboard was advertised through email to all Students, Faculty, and Staff, as well as posted online at the Hawai'i CC website and a banner put up at the front of our Manono Campus. For example, if an individual were to join the Hawai'i CC Zoom Switchboard, they would click the Zoom link, use the password to enter the waiting room, the individual would be admitted and greeted by a Host or Co-host. From then the Host or Co-Host would ask how they can assist the individual, then answering their inquiry or referring them to a breakout room where someone else can assist them. The individual can enter the Zoom Switchboard as many times as they would need or return to the main meeting room from their breakout room for a different inquiry. The switchboard was set to be operational during regular business hours for the first two weeks of Fall 2020 instruction; however, due to transitioning most in-person courses to primarily online courses, the Zoom Switchboard remained operational for an additional two weeks. During those four weeks, there were about 63 different inquiries; the majority of those inquiries were during the first week of instruction ranging from course questions

to regular Admissions and Counseling questions. The Zoom Switchboard will remain a recurring meeting in Zoom for future use.

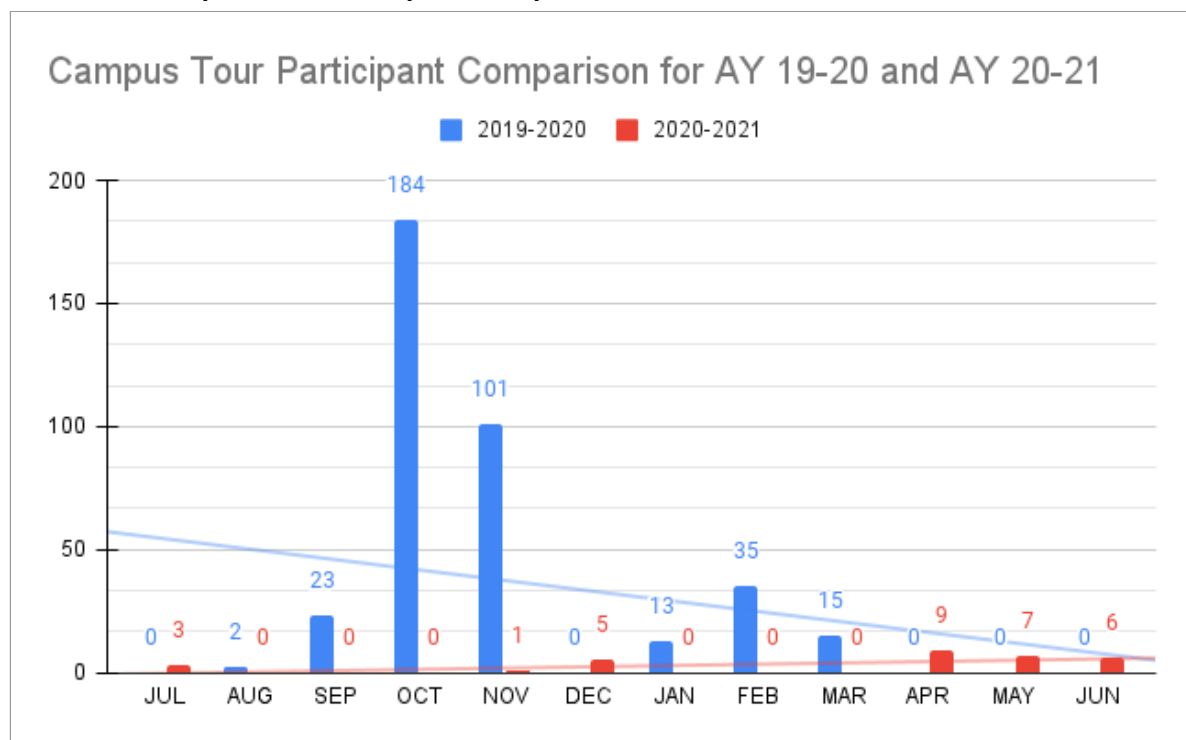
In addition to regular inquiries, the Information Center usually coordinates campus tours for the Manono/East Hawai'i campus, however, due to the COVID-19 pandemic our campus remained closed and was forced to decline campus tour requests during the reporting. The Information Center would communicate with the requestors that we were unable to accommodate their request at this time and we ensured them that once it was safe to resume tours we would notify them to reschedule, in the meantime, we could send them additional information about our campus and available programs and services. Coordinating campus tours would regularly include communicating with campus tour requesters and various Hawai'i CC Program Faculty and Staff and most campus tours included a general resource tour which covered visiting the Paepae Haumāna - Welcome Center (Admissions & Records Office, Financial Aid Office and Information Center), Counseling, Advising and Student Support Services Center (Counseling Office and Career & Job Development Center), Kau Wa'a Student Life Lounge, the Hale Kea Advancement & Testing Center, among others as time permitted. In addition, campus tours may consist of visits to individual Hawai'i CC academic programs and speaking to program faculty, staff, and students; these programs most frequently included Culinary Arts, Nursing & Allied Health, Human Services, Auto Mechanics, Auto Body, Repair & Painting, Diesel Mechanics, and Machine, Welding & Industrial Mechanics. The Information Center Coordinator and the Information Student Ambassadors would serve as the campus tour guides for all campus tours, if additional tour guides were needed for larger groups, a request was put forth to other Division of Student Affairs Departments for assistance. Over the AY 20-21, the Information Center saw a major decrease in the number of total campus tour requests between the AY 19-20 and AY 20-21. Total requests went from 23 to 12 for a decrease of more than 47% and an even greater reduction in our participants reached from 373 to 31 a decrease of more than 91%. As seen below the "Campus Tour Request Total Comparison for AY 19-20 and AY 20-21" (CHART D), campus tours were highly requested prior to our campus closure in March 2019. In addition, "Campus Tour Participate Comparison for AY 19-20 and AY 20-21" (CHART E), shows the decline in participants reached.



**CHART D - Campus Tour Request Total Comparison for AY 19-20 and AY 20-21**



**CHART E - Campus Tour Participant Comparison for AY 19-20 and AY 20-21**



When looking at the Information Center and the Paepae Haumāna - Welcome Center, many changes have aided in our increased efficiency and effectiveness as a one-stop center. Some of the improvements include ensuring Student Ambassadors are cross-trained to respond for general campus inquiries, Admissions & Records inquiries, and Financial Aid inquiries through modes of in-person, over the phone and/or via email. The strength of the Paepae Haumāna - Welcome Center, is that even through budget restrictions and the COVID-19 pandemic, services continued for the Information Center, Admissions & Records and Financial Aid Offices. For the AY 19-20, the Information Center was able to maintain funding to employ Student Ambassadors. The center requires at least five student employees to service the Paepae Haumāna - Welcome Center. A total of 5 Student Ambassadors were employed during the AY 19-20, some transitioning upon graduation but others being hired to fill the position as quickly as possible. The Information Center Coordinator was charged with developing a Student Ambassadors Program and ensuring the Paepae Haumāna - Welcome Center Service Area was fully staffed by Student Ambassadors. With the additional funding the Paepae Haumāna - Welcome Center was able to establish the Student Ambassadors Program and ensure ample office coverage as shown in Appendix C, especially during the COVID-19 pandemic. Each Student Assistant/Ambassador was allowed to work up to 20 hours per week during the Fall and Spring semesters and an average of about 25 hours per week during the Summer. Seven Student Ambassadors were willing and able to remain employed from March 2020, when the COVID-19 pandemic began and limited work from home agreements could be accommodated, to ensure maintenance of uninterrupted virtual services.

The Information Center Coordinator was appointed effective the AY 17-18 by the Vice Chancellor of Student Affairs to serve as a East Hawai'i Commencement Committee Co-Chair, this appointment would remain permanent as it was added to the Information Center Coordinator's position description. Serving as a Commencement Committee Co-Chair requires year-round preparations, especially preparing for celebrating our graduates in the midst of a pandemic. All traditional, in-person celebrations were restricted and postponed until safety protocols and Country, State, and University of Hawai'i System regulations were met. Being that the pandemic restrictions came into place just a couple months before our traditional ceremony would have taken place, the Co-Chairs and Graduation Committee were recommended to do a virtual celebration. We worked together with an independent contractor to produce a Virtual Commencement Program for all Hawai'i Community College graduation candidates. The program which included pre-recorded messages from the Hawai'i CC Administration, ASUH- Hawai'i CC Student Government President, Kīpaepae Protocols and photo submissions of graduates along with their name and degree/certificate, honors, etc. and was released on Graduation Day on the Hawai'i CC YouTube Channel and Graduation webpage. The Information Center Coordinator had continued to serve as a Student Publications Co-Advisor. This involved providing oversight of the board and advising on all board organized projects. Throughout the entire review period, the Information Center Coordinator became recertified as a Passport Agent, with annual training completed online to renew the Agents' active status.

[ARPD Data for Student Affairs](#)

### **3. Program Learning Outcomes or Unit/Service Outcomes**

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- a) List all Program Learning Outcomes (**PLOs**) or Unit/Service Outcomes (**UOs**) and their alignment to the College's Institutional Learning Outcomes (**ILOs**).

1 . When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.

2. Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.

3. Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.

4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.

- b) List the PLOs or UOs that have been assessed in the year of this Review. Instructional programs must list the courses that have been assessed in the year of this Review and identify the alignment(s) of Course Learning Outcomes (**CLOs**) to the PLOs. If no assessment was conducted in the year of this Review, provide an explanation and schedule of upcoming planned assessments.

1 . When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.

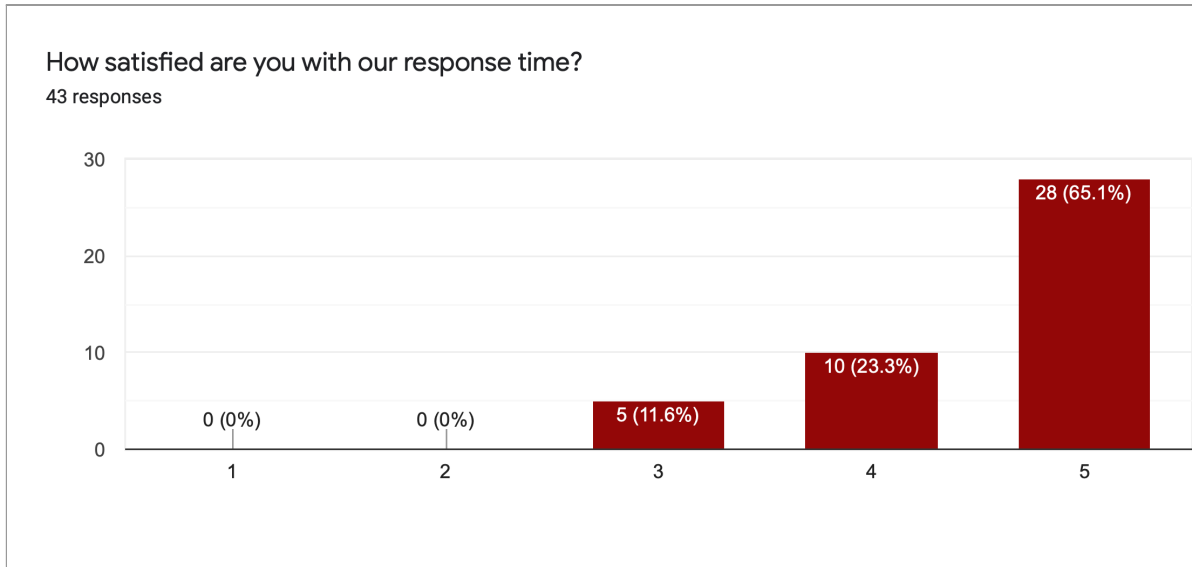
4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.

- c) **Assessment Results:** provide a detailed discussion of assessment results at the program (PLO) and course (CLO), or unit (UO), levels in the year of this Review. Provide an analysis of how these results reflect the strengths and challenges of the program or unit in meeting its Outcomes.

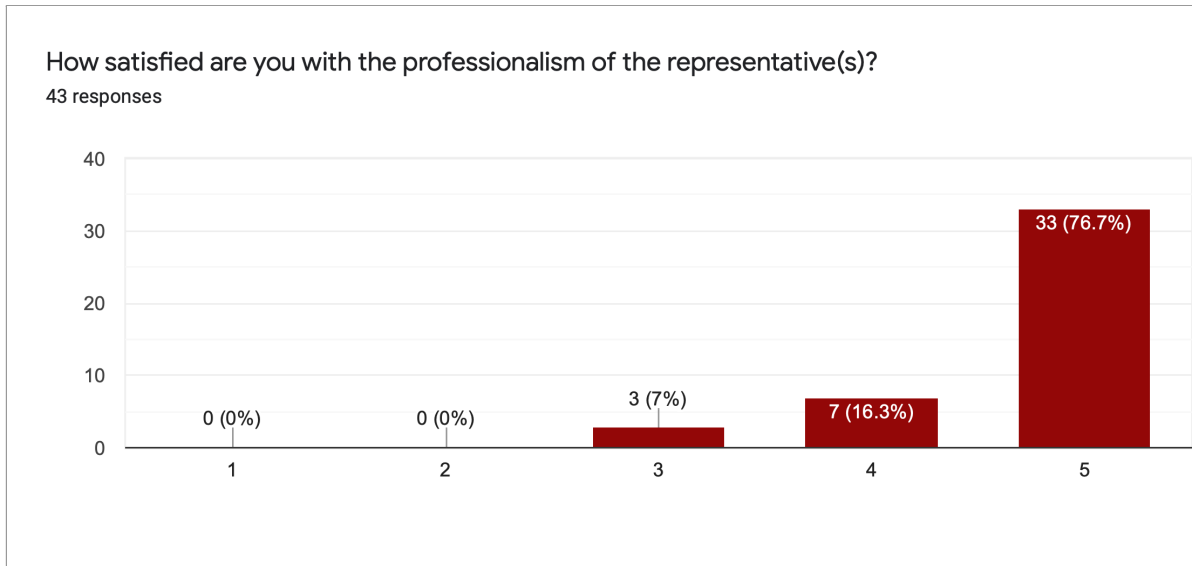
During the AY 20-21, a Paepae Haumāna - Welcome Center Satisfaction Survey shown in Appendix D was created and distributed to measure constituent satisfaction, response time, employee knowledge and professionalism, etc. This survey was deployed in March 2021, a year after the COVID-19 pandemic started; this deployment was slow as the center navigated ways of distributing the survey and encouraging constituents to share their experience with us. The Paepae Haumāna - Welcome Center utilized the Ka 'Io Weekly announcements and an in-office flyer to publicize the satisfaction survey, also shown in Appendix D. We received a total of 43 responses to the Paepae Haumāna - Welcome Center

Satisfaction Survey, of which 29 students, 8 Faculty/Staff, and 6 Community were self-identified exhibited in Appendix E, along with all survey results. The Paepae Haumāna - Welcome Center Satisfaction Survey includes a combination of multiple choice, likert scale, and qualitative answer questions; which are used to better improve the customer experience. These questions measure items like the student, faculty/staff, or community, which offices in which the constituent interacted with, interaction method, satisfaction of response time, professionalism and ability of the representative, overall experience, and how the Paepae Haumāna - Welcome Center can improve. Focusing on the data presented in Charts F-H, clearly shows that 88.4% of the respondents were satisfied or very satisfied with our response time, 93% of the respondents were satisfied or very satisfied with the professionalism of the representative(s), and 95.3% of the respondents were satisfied or very satisfied with the representatives ability to answer their question(s). These measures aid in confirming that we have enough office coverage to manage a satisfactory response time, as well as verify that cross-training Student Ambassadors benefitting our customer experience at the Paepae Haumāna - Welcome Center.

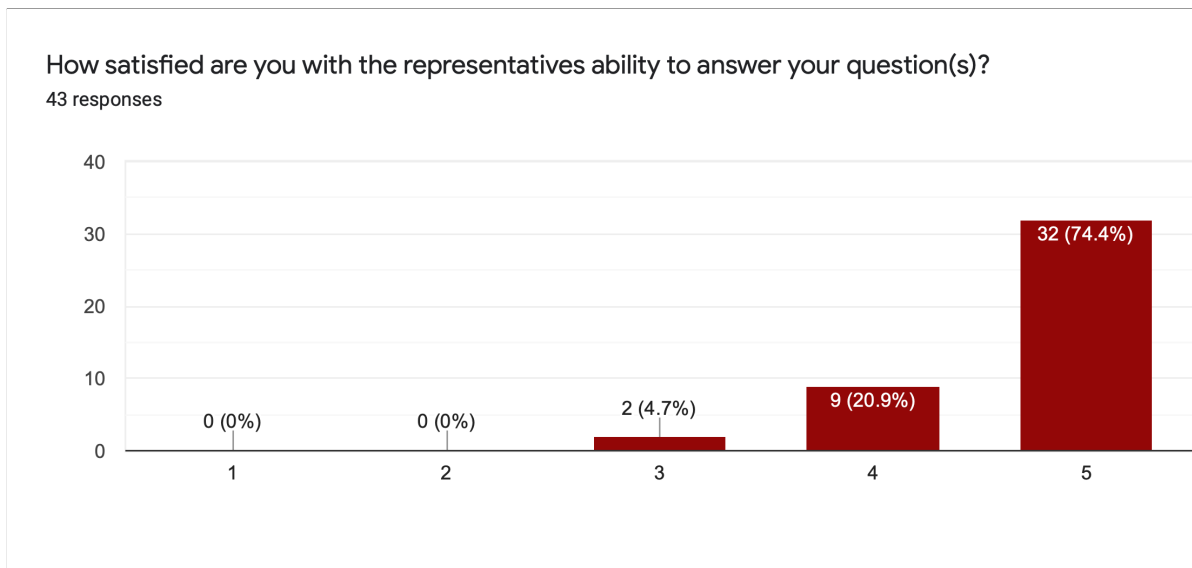
**CHART F - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with our response time?”**



**CHART G - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with the professionalism of the representative(s)?”**



**CHART H - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with the representatives ability to answer your question(s)?”**



Looking at the second assessed Service Outcome - when contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center; cross-training has improved their ability to serve constituents with a variety of questions. During the AY 20-21, monthly training sessions continued for all Paepae Haumāna - Welcome Center Student Ambassadors. These sessions consisted of an ice breaker/energizer activity, then customer service review, next specialized training by both the Admissions & Records Office and the Financial Aid Office

separately, and finally closing with the Information Center Coordinator going over center updates, policies, protocols and answering any questions. After each training, the Student Ambassadors would get an email asking for their feedback and opening the door for any questions that may come up in the future, which could serve as upcoming training topics. The response to this email was minimal, which seemed like a good sign that student employees were getting the necessary training they needed to serve the public with excellent and efficient customer service. Occasionally, there would be questions that came up specific to the Admissions & Records Office or the Financial Aid Office, mainly due to changes in processes; upon any changes, the Information Center Coordinator requested that changes and updates come directly to the Coordinator for distribution to all Student Ambassadors at once with one consistent message.

- d) Changes that have been made as a result of the assessment results: instructional programs must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to curriculum, instruction, development of student learning opportunities, faculty professional development activities, assessment strategies, etc.; non-instructional units must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to services, operations, personnel training, assessment strategies, etc.

Due to the COVID-19 pandemic, campus tours will need to be majorly revamped; taking into consideration safety and security of all participants and staff. The Information Center researched ways to conduct campus tours virtually, by increasing social media presence to capture the attention of prospective students. The Information Center understands the necessity of human contact, and considered doing a walking tour with various class groups via Zoom or Google Meets, or in conjunction with the External Affairs & Public Relations Office and/or the Digital Media Arts/Creative Media Program to compose program highlights, where prospective students can view what it would be like to for example take Auto Mechanics Technology classes, see what the shop looks like, see what services are available on-campus, meet Student Service Office Staff, etc. These ideas are based on an expected budget decrease, however, the development of this project will be based on staff availability and campus priority. While this project discussion began, available COVID-19 funding became available by request; the Information Center Coordinator was presented with an opportunity to contract Full Measure Education for a Campus Visit Experience (CVE), which will be requested for funding approval in the AY 20-21.

The Paepae Haumāna - Welcome Center will identify other ways to collect more Satisfaction surveys both in-person and electronically for all center offices, Admission & Records, Financial Aid, and Information Center. We will work together to revise the satisfaction survey as necessary to collect any much needed data; possibly expanding the survey to be more in depth for individual offices instead of satisfaction as a whole. In addition, the Information Center Coordinator will continue Student Ambassador Training sessions and have student employees complete an evaluation after each training. Expansion of the Student Ambassadors Program is a hope, however, due to the COVID-19

pandemic and the difficult time finding and keeping student employees who feel comfortable working at this time an expansion to cross-training amongst various Division of Student Affairs offices will be postponed until it is safer to do a large group training session.

## 4. Action Plan

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Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Review, or as appropriate, update the action plan provided in your last Comprehensive Review.

Be sure to focus on areas to improve as identified in ARPD data or unit-developed measures, the results of assessments of student learning or unit/service outcomes, and results of survey and other data used to assess your program or unit.

This action plan must include an analysis of progress in achieving previous planned improvements including the results of the prior Comprehensive Review's action plan(s). Discuss how the goals identified in that prior action plan were met and the impact on the program or unit; or, if not met, discuss why and the impact on the program or unit, and whether those goals are being carried over to the current action plan.

This action plan should include specific recommendations for improvement(s) or planned program or unit action(s) that will guide your program/unit through to the next program/unit Review cycle. The plan must include details of measurable outcomes, benchmarks and timelines.

\* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Specify how the action plan aligns with the College's Mission and Strategic Plan. Include a discussion of how implementing this action plan will contribute to the College achieving the goals of the Strategic Plan.

<https://hawaii.hawaii.edu/sites/default/files/assets/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

Be sure to list resources that will be required, if any, in section 5 below.

\*The action plan may be amended based on new initiatives, updated data, or unforeseen external factors between now and the next Comprehensive Review.

Since the start of the COVID-19 pandemic closure, Hawai'i CC was not able to conduct campus tours. Through an existing Full Measure Education Accepted Student Experience (ASE) contract, The Information Center Coordinator was presented with the Full Measure + Adora Campus Visit Experience (CVE) product proposal. This service would include a comprehensive campus visit experience including personalized, mobile-first tours, in easily accessible both on-campus and virtually with SMS messaging, QR scanning, and engagement measures; and access to all Hawai'i CC facilities (i.e. Manono campus, UH Hilo campus, Kō Education Center, and Pālanui Campus).

This will ensure the safety of our Kauhale during this pandemic by reducing potential exposure, as well as allow off-island individuals to visit our campus virtually minimizing their risk as well. We can continue to promote access to visiting Hawai'i CC throughout Hawai'i Island and internationally to reach more prospective students. The funding will be requested through COVID-19 available funds, hoping for approval and initiation of a contract during the AY 20-21 and to collect data during peak months from February through May.

In partnership with the Registrar and Admissions Manager and in the absence of a Financial Aid Manager, the Information Center coordinator will work toward the development of a Paepae Haumāna - Welcome Center central check-in system. This system will serve as the main tracker for all center in-person visitors; recording their demographic information along with an email and/or phone number of which the Paepae Haumāna - Welcome Center will use to send a follow up survey to evaluate our services. This was put on hold during that COVID-19 pandemic closure, however, with the return to in-person services the Paepae Haumāna - Welcome Center Managers' can return to this discussion to aid in the collection of necessary reporting data.

The Information Center will continue to work alongside the Admissions & Records and Financial Aid Offices within the Paepae Haumāna - Welcome Center, while doing our best to provide the Service Area staffing through the Student Ambassadors Program; this is based on availability of student employment funds. Services have remained uninterrupted during the COVID-19 pandemic, expecting to keep this consistent and continue to be accurate and as up-to-date as possible. Regular training sessions will be conducted to aid in ensuring cross-training within the Paepae Haumāna - Welcome Center.

The Information Center Coordinator has taken on numerous responsibilities in response to the COVID-19 pandemic. Unfortunately due to the pandemic, campus tours were suspended to ensure health and safety of our Kauhale and the community, however, additional work to ensure adequate access to visit and get information about Hawai'i CC will be investigated by the Information Center Coordinator. Additionally, the discussion of a Hawai'i CC Pilina Mobile App is underway and the Information Center Coordinator will serve as a Co-Lead on this project implementation, launch, and maintenance. At this time additional action plan(s) are unknown, due to the uncertainty of campus/department budgets and staffing to fulfill campus needs.

## **5. Resource Implications -**

### **\* ONE-TIME BUDGET REQUESTS ONLY \***

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Detail any ONE-TIME resource requests that are not included in your regular program or unit operating "B" budget, including reallocation of existing resources (physical, human, financial).

\*Note that CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.



**Program or Unit Name:** Information Center

☐ I am NOT requesting additional ONE-TIME resources for my program/unit.

☒ I AM requesting additional ONE-TIME resource(s) for my program/unit.

**Total number of items being requested:** 1 (4 items max.)

\*For each item requested, make sure you have gathered the following required information and all relevant documentation before you upload this Review; you will submit all information and attachments for your **Resource Request** as part of your Review document submission via the

[Hawaii CC - Program & Unit Review Submission portal](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)  
<https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

- ✓ Item Description
- ✓ Justification
- ✓ Priority Criteria (must meet at least one of the following):
  1. Ensure compliance with mandates and requirements such as laws and regulations, executive orders, board mandates, agreements and contracts and accreditation requirements.
  2. Address and/or mitigate issues of liability, including ensuring the health, safety and security of our Kauhale.
  3. Expand our commitment to serving all segments of our Hawaii Island community through Pāalamanui and satellite centers
  4. Address aging infrastructure.
  5. Continue efforts to promote integrated student support in closing educational gaps.
  6. Leverage resources, investments with returns, or scaling opportunities
  7. Promote professional development.

Category-Specific Information				
<b>Equipment</b>	Estimated Date Needed	Quantity / Number of Units; Cost per Unit	Total Cost (with S&H, tax)	On Inventory List (Y/N); Decal #, Reason replacing
<b>Facilities Modification</b>	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Utilities Required
<b>Personnel Resource</b>	Estimated Date Needed	FTE; Position Type; Position Title	Estimated Salary	Was an Existing Position Abolished? (Y/N); Position #
<b>Professional Development</b>	Estimated Date Needed	Have you applied before (Y/N); was it approved?	Professional Development Type	PD Details; Impact; Total Cost
<b>Reallocation</b>	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Reallocation Proposal

## 6. Optional: Edits to Occupation List for Instructional Programs

---

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

☐ **I am NOT requesting changes to the SOC codes/occupations listed for my program.**

☐ **I am requesting changes to the SOC codes/occupations listed for my program.**

[O\\*Net CIP-SOC Code Look-up](#)

*\*in the **Crosswalks** box, choose "Education," then enter CIP number to see related SOC codes*

List below each SOC code for which change is being requested and include details of requested code deletions and/or additions. Include justification for all requested changes.

\*All requested changes to the SOC codes/occupations listed for programs must be discussed with and approved by the Department/Division Chair.

## Appendix

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### APPENDIX A: Samples of Fall 2020 Ka 'Io Weekly

Ka 'Io Weekly Email Announcement



Kesha Kubo <keshas@hawaii.edu>

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#### Ka 'Io Weekly August 31st-September 4th, 2020

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Division of Student Affairs <announce@hawaii.edu>  
To: announce@hawaii.edu

Sun, Aug 30, 2020 at 7:30 AM

Aloha Hawai'i CC Students, Faculty, and Staff!

Ka 'Io Weekly updates can be found at <https://bit.ly/31j4xo0>.  
Save this webpage and check back every Sunday the most up-to-date  
information.

Have a Safe & Successful Fall 2020 Semester!

Mahalo,  
Hawai'i CC Information Center Staff

--

This message was sent on behalf of Division of Student Affairs - Information Center.  
Please do not reply to this message.  
It was sent from an address that cannot accept incoming email.

Announcement ID number: 1598671948-23695

Announcement distribution:

- Faculty, staff, and all students at the Hawaii CC campus(es)

[Ka 'Io Weekly Mailchimp Site](#)



Ka 'Io Weekly Home

Welcome to Fall 2020 & COVID-19 Information

A large graphic with a light blue background. The text "WE ARE" is in red, "HERE FOR" is in white, and "YOU" is in white with a red heart replacing the letter 'O'.

# **Ka 'Io Weekly**

## **Aug. 31st-Sept. 4th, 2020**

Aloha Hawai'i CC Students, Faculty, and Staff!

Welcome to the Fall 2020 Semester!

The Hawai'i Community College Kauahale would like to provide a safe and successful return to campus, please review our information page at <http://hawaii.hawaii.edu/covid-19>.

**PLANNING TO BE ON CAMPUS?** Please be sure to use the daily check-in app LumiSight UH, downloadable on App Store or Google Play Store, and a desktop version is available at [uh.campus.lumisight.com](http://uh.campus.lumisight.com).

Please be sure to watch your email for these weekly announcements.

Mahalo,  
Hawai'i CC Information Center



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## **STILL AVAILABLE!**

**A message from the Vice Chancellor for Student Affairs...**

Click "Welcome to Fall 2020 & COVID-19 Information" at the top of the page.

---



Students can connect with the services they need by visiting our Zoom Switchboard. You will be welcomed in and then be able to visit with individual services in a breakout room. Connect using the following information, Monday through Friday 8AM-4PM:

**ZOOM SWITCHBOARD LINK**

<https://hawaii.zoom.us/j/96750399665>

Meeting ID: 967 5039 9665

Passcode: hawaiicc

### CHECK YOUR MAILBOX!

Your Student E Kupāle (Care Kits) & 2020-2021 Student Planners are on it's way. It will be distributed in face-to-face classes and mailed to all remaining students during the first few weeks of school.

 <b>zoom</b>	<p>Invite: <a href="https://bit.ly/2QuOcqf">bit.ly/2QuOcqf</a></p> <p>Passcode: te4wbW</p> <p>Date &amp; Time: Sept 4 10:00 AM</p>
<p>Join us on Zoom for a live session on how to use/navigate Zoom &amp; Laulima for your classes. There are 2 separate sessions: the first covering Zoom, the second covering Laulima. You can join one or both sessions. See you then!</p> <p> </p> <p>*If you have problems logging in, please contact me at <a href="mailto:shayla4@hawaii.edu">shayla4@hawaii.edu</a></p>	
<p>Invite: <a href="https://bit.ly/3b0PfYt">bit.ly/3b0PfYt</a></p> <p>Passcode: yJ2KRY</p> <p>Date &amp; Time: Sept 4 11:00 AM</p>	 <b>Laulima</b>

This is a Paepae 'O hua Native Hawaiian Student Success Center Workshop. For more information call 934-2600.  
This activity is sponsored by the I Ola Hāloa Center and Mōkaulele Program, a Title III Native Hawaiian Serving Institutions Grant under the Office of the Chancellors, University of Hawai'i at Hilo and Hawai'i Community College. Events funded by the U.S. Department of Education Title III Native Hawaiian Serving Institutions Grants do not necessarily represent the policy of the U.S. Department of Education and endorsement by the Federal Government.  
Hawai'i Community College is an equal opportunity/affirmative action institution and is committed to a policy of non-discrimination on the basis of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, status as a covered veteran, national guard, victims of domestic or sexual violence, gender identity and expression, genetic information, citizenship, credit history, and income assignment. For inquiries regarding our non-discrimination policies, please contact Dorinna Cortez, Vice Chancellor for Student Affairs, [dorinna@hawaii.edu](mailto:dorinna@hawaii.edu). For disability accommodations, please contact Ha'awi Kokua at (808) 934-2725.



## **Zoom & Laulima Workshops!**

**Students** - join Peer Mentor 'Ihilani for a live Zoom session at 10:00 am on Friday, September 4 to learn about using and navigating ZOOM for your classes. Then join her again at 11:00 am to learn all about using LAULIMA.

You can join one or both sessions!

### Using Zoom

Friday, September 4 at 10:00 am

Zoom link: [bit.ly/2QuOcqf](https://bit.ly/2QuOcqf)

Passcode: te4wbW

### Navigating Laulima

Friday, September 4 at 11:00 am

Zoom link: [bit.ly/3b0PfyT](https://bit.ly/3b0PfyT)

Passcode: yJ2KRy

*\*Peer Mentor 'Ihilani is a graduate of our Hawai'i CC Hawaiian Studies Program and is currently a student at UH Hilo. Drawing on her own experience and challenges with online learning, 'Ihi wants to help other students succeed with their online classes.*

Head to our Paepae 'Ōhua Native Hawaiian Student Success Workshop page at <http://bit.ly/PPOworkshops> for more information.



### **September**

- 1** - Last Day to Receive 100% Tuition Refund (semester-length classes)
- 1** - Last Day to receive Fees Refund for Complete Withdrawals
- 4** - 10AM Using Zoom Workshop
- 4** - 11AM Navigating Laulima Workshop
- 7** - Labor Day (Holiday)
- 15** - Last Day to Receive 50% Tuition Refund (semester-length classes)
- 15** - Last Day to Withdraw without a "W" (semester-length classes)
- 15** - Financial Aid Enrollment Status Determination Date
- 15** - Deadline to Vote on the proposed Student Publication Board (SPB) Charter & Bylaws

## **Student Publication Board (SPB) Proposed Charter & Bylaws Ratification**

Hawai'i Community College's Student Publications Board (SPB) is responsible for the publication and distribution of student publications. The SPB is funded by your fees to pay for publications and media that benefit you and our Hawai'i Community College kauhale. For more information about the SPB and the following voting process, check out the SPB FAQ sheet at <http://bit.ly/2Lt4Zld>.

Your participation is requested to review and vote on the proposed Hawai'i Community College Student Publications Board (SPB) Charter and Bylaws. The SPB is supported by your student publications fees, used to provide Student Planners and Ka 'Io News.

You may review the proposed Charter and Bylaws at:

Charter: <https://bit.ly/32EFBXP>

Bylaws: <https://bit.ly/3hQww4c>

Please use your [hawaii.edu](http://hawaii.edu) email to vote at <http://bit.ly/34PeWat>.

**Make your vote count!**

---

### **Rent/Mortgage Assistance Program - Hawai'i Island Residents**

Starting on Monday, Big Island households can apply for rent and mortgage assistance grants.

To qualify, you must show proof your job was impacted by the pandemic.

Each family would be eligible for up to \$1000 in assistance for each month from March through December. There are enough funds to help more than 1,400 families.

Six local nonprofit organizations joined today to announce the launch of the Hawaii County Rent and Mortgage Assistance Program (RMAP). RMAP nonprofit partners are encouraging Hawai'i Island residents who are at least 18 years old and lost income or work hours due to COVID-19 to prepare ahead to apply.

---



## Temporary Public Assistance During COVID-19 Pandemic



### Apply for Child Care Subsidies and Preschool Open Doors!

During this COVID-19 crisis, Hawai'i has temporarily changed its rules for child care subsidies. Many more families are now eligible. We urge all families who have been financially impacted by this pandemic to apply today.

Learn more about applying to Child Care Connection Hawai'i online at  
<http://humanservices.hawaii.gov/bessd/ccch-subsidies/how-to-apply/>





Hilo: (808) 961-6807; Kona: (808) 334-6101



### Apply for Health Insurance- Med-QUEST (Hawaii Medicaid) or Healthcare.gov

Our organization is doing our part to help slow the spread of the Coronavirus while continuing our services. We encourage our community to:

1. Apply for Medicaid benefits online:  
<https://medical.mybenefits.hawaii.gov> 
2. If you do not have access to a computer, apply by calling (808) 524-3370 (Oahu) OR 1-(800)-316-8005 (Neighbor Islands) 
3. Please avoid coming to our offices.

A drop box is available at our office to receive paper applications if you are unable to apply online or call.

Please know that if you were on Medicaid as of 3/18/2020 or have become eligible since then, your Medicaid coverage will not be terminated during this period of National Emergency.

**If you don't qualify for Med-QUEST (Hawaii Medicaid), we can assist you with applying to the Federal Health Insurance Marketplace (808) 692-8151.**



### Apply for Food Assistance (SNAP)/Financial Assistance

The Benefit, Employment and Support Services Division (BESSD) of DHS will continue to serve residents throughout the pandemic.

#### Applicants:

- Use the **new online** application form on the DHS website: <https://pais.dhs.hawaii.gov/PAIS#/!/> OR
- Call the office for a paper application form to be mailed to you: <https://humanservices.hawaii.gov/wp-content/uploads/2018/04/Statewide-Processing-Centers-04-2018.pdf>
- Drop off your forms in the nearest processing center drop box.
- **You will need to complete an interview.**

**Items that may be needed: birth certificate, valid ID (such as driver's license/state ID), Social Security Number**

#### Current Recipients:

**Effective July 2020 we have reinstated eligibility reviews (ERs) and Six Month Report Forms (SMRFs).**

 Call 1-855-643-1643 (toll free)

**Able-Bodied Adults Without Dependents (ABAWD):**

- **There will be No Work / Education & Training requirement temporarily.**



In partnership with Kamehameha Schools and Partners in Development Foundation

County of Hawaii rev. 8/2020

**Rent/Mortgage Assistance Program - Hawai'i Island Residents**

Starting on Monday, Big Island households can apply for rent and mortgage assistance grants.

To qualify, you must show proof your job was impacted by the pandemic.

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Six local nonprofit organizations joined today to announce the launch of the Hawaii County Rent and Mortgage Assistance Program (RMAP). RMAP nonprofit partners are encouraging Hawai'i Island residents who are at least 18 years old and lost income or work hours due to COVID-19 to prepare ahead to apply.

---

**Hawaii Asphalt Paving Industry (HAPI) 2020-2021 Scholarship**

This scholarship is to assist college students pursuing a degree in civil engineering, construction management, construction engineering, and other degrees related to the design and construction of infrastructure improvements.

Two (2) \$500 scholarships to community college students

Complete the online application at <https://www.surveymonkey.com/r/MQ553ZP>.

DEADLINE: October 31, 2020

For more information check out their flyer [here](#).

---



- FREE Student ID Cards will be available no earlier than Tuesday, September 8th.  
ADDITIONAL INFORMATION TO FOLLOW.

## Paepae Haumāna (Welcome Center)

1175 Manono Street  
Hilo, Hawaii 96720-5096

### Contact Information

Email: [welcomeru@hawaii.edu](mailto:welcomeru@hawaii.edu)

Telephone: (808) 934-2800

Fax: (808) 934-2711

### Follow Us



## Have a Safe & Successful Fall 2020 Semester!

Hawai'i Community College  
1175 Manono Street  
Hilo, HI 96720-5096  
[hawaii.hawaii.edu](http://hawaii.hawaii.edu)

*Hawai'i Community College, All rights reserved. Hawai'i  
Community College is an Equal Opportunity/Affirmative  
Action Institution.*

#### Additional Links:

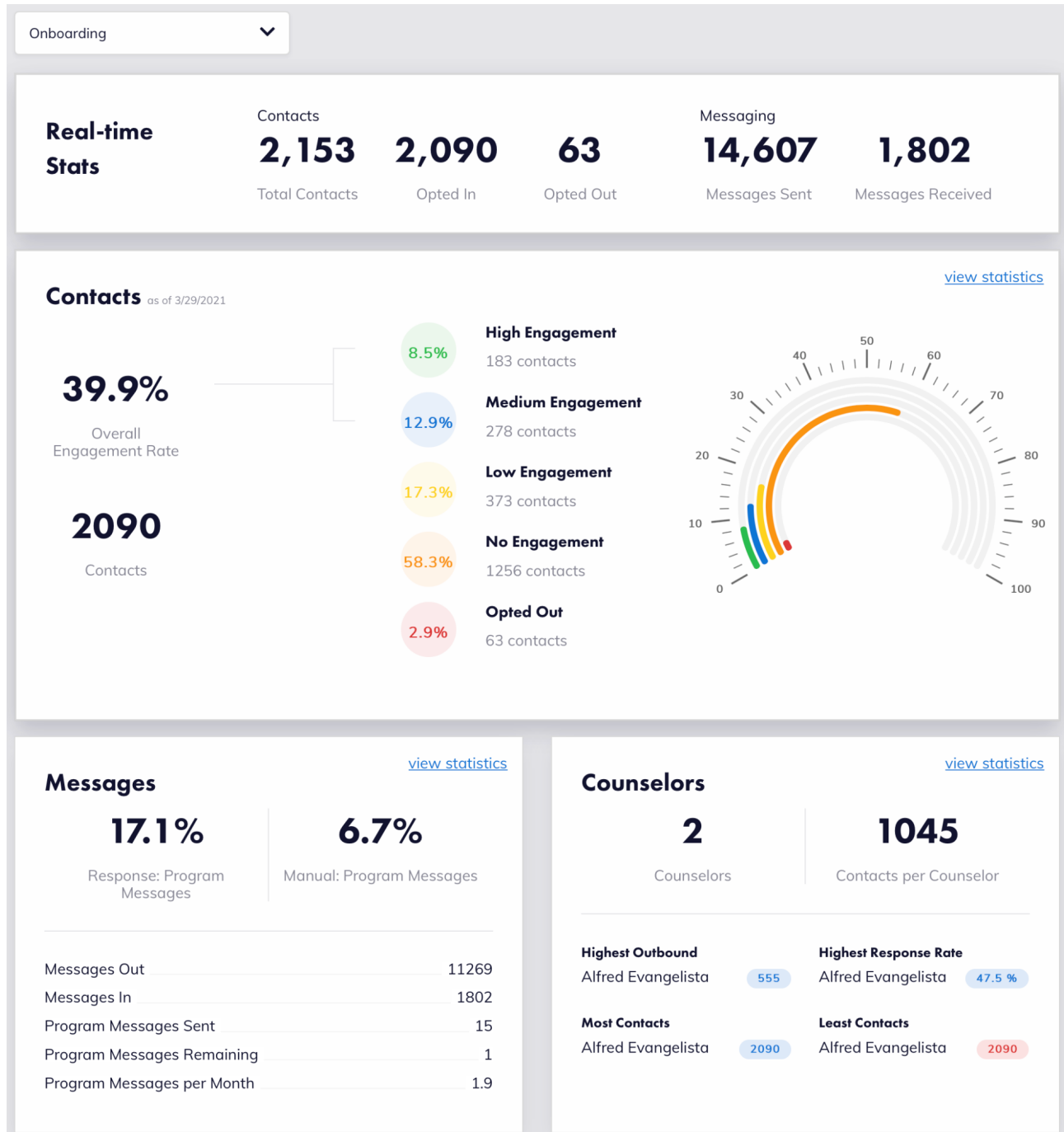
- [Phased Reopening Plan](#)
- [COVID-19 Campus Information](#)
- [Student Support Web Page](#)

Report abuse

Created with  mailchimp

## APPENDIX B: SignalVine Texting Analytics

### SignalVine Onboarding Student Profile



**Messages** [view statistics](#)

**17.1%**

Response: Program Messages

**6.7%**

Manual: Program Messages

Messages Out	11269
Messages In	1802
Program Messages Sent	15
Program Messages Remaining	1
Program Messages per Month	1.9

**Counselors** [view statistics](#)

**2**

Counselors

**1045**

Contacts per Counselor

**Highest Outbound**

Alfred Evangelista

555

**Highest Response Rate**

Alfred Evangelista

47.5 %

**Most Contacts**

Alfred Evangelista

2090

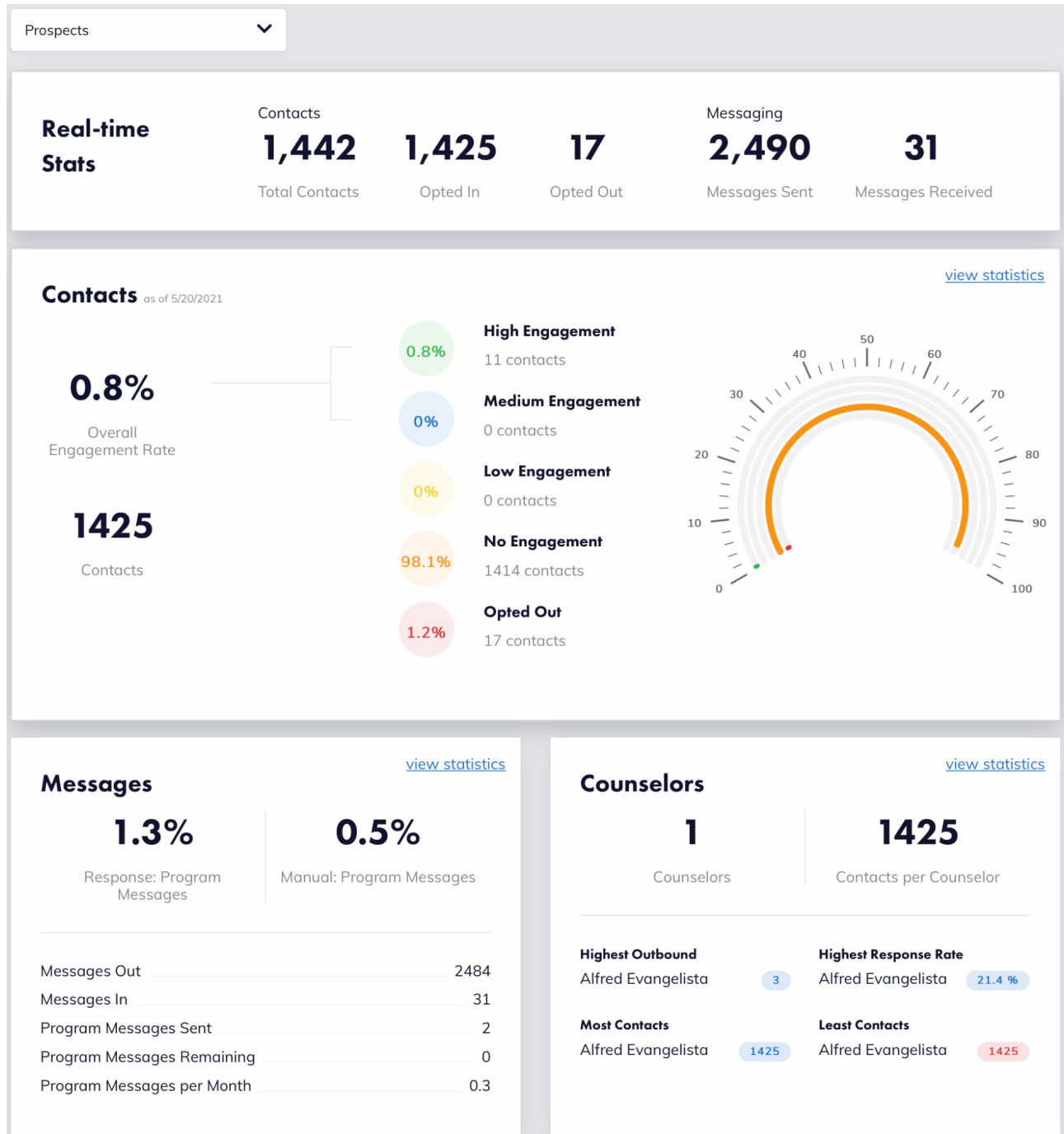
**Least Contacts**

Alfred Evangelista

2090

2021 Hawai'i Community College Annual Program Review  
**Program or Unit Name:** Information Center

SignalVine Prospects Student Profile

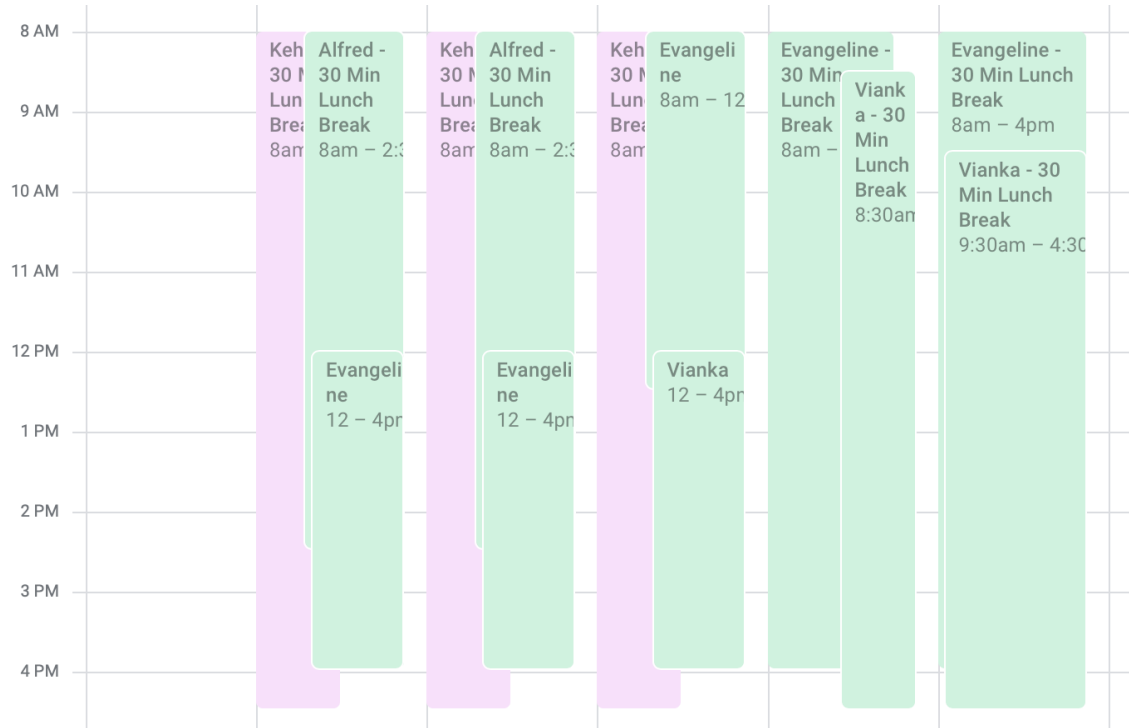


**APPENDIX C: Student Ambassador Work Schedules (2020-2021)**

**Summer 2020 (Mid-July) – Information Center/Paepae Haumāna Welcome Center**



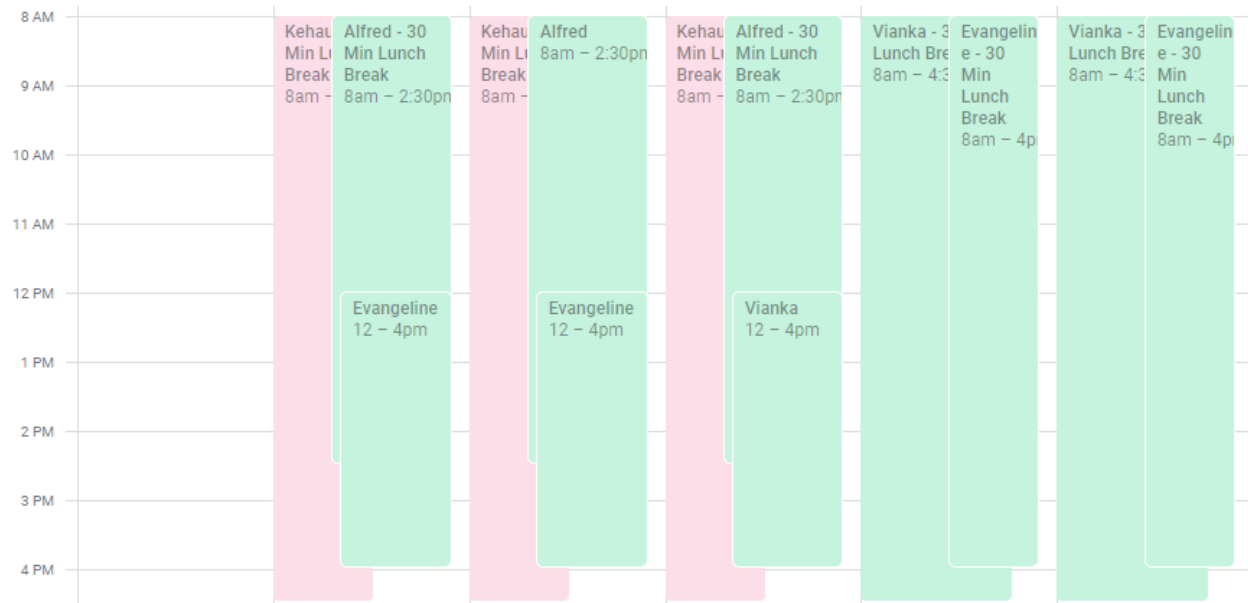
**Summer 2020 (Late-July) – Information Center/Paepae Haumāna Welcome Center**



# 2021 Hawai'i Community College Annual Program Review

## Program or Unit Name: Information Center

### Fall 2020 (Early August) – Information Center/Paepae Haumāna Welcome Center



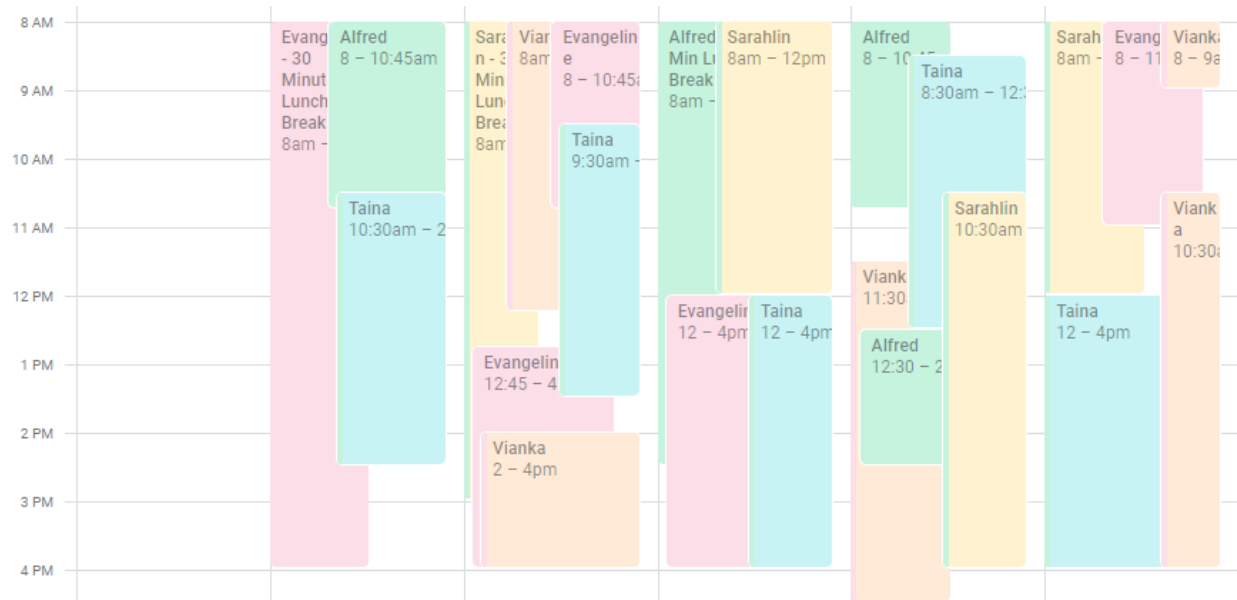
### Fall 2020 (Late August) – Information Center/Paepae Haumāna Welcome Center



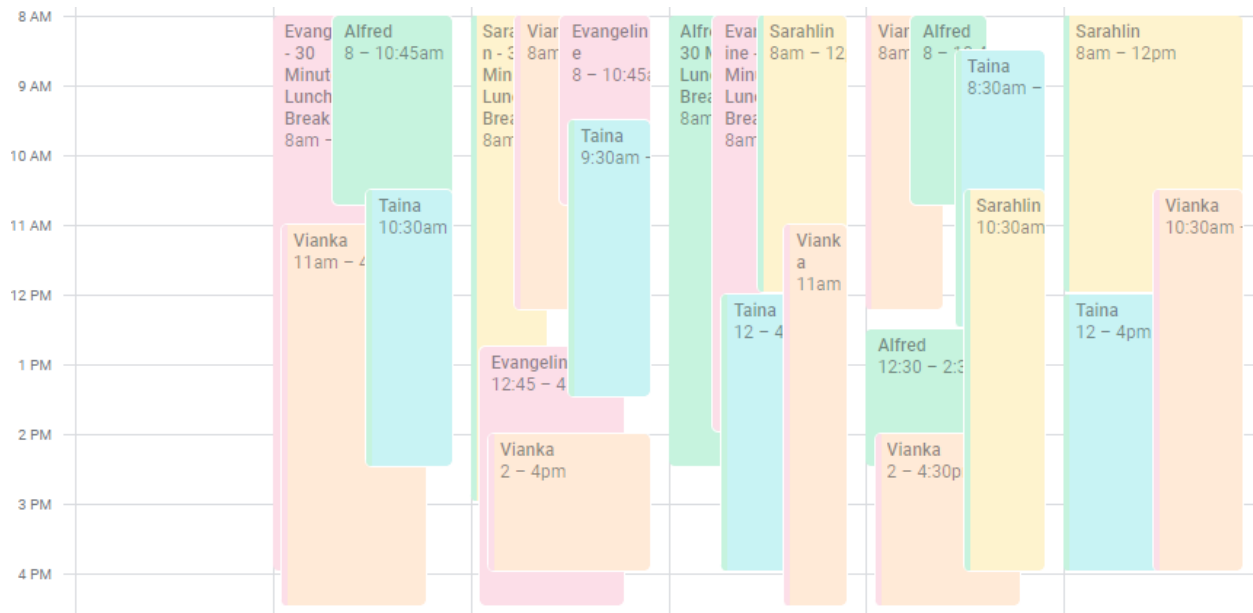
# 2021 Hawai'i Community College Annual Program Review

## Program or Unit Name: Information Center

### Fall 2020 (September to November) – Information Center/Paepae Haumāna Welcome Center



### Fall 2020 (December) – Information Center/Paepae Haumāna Welcome Center

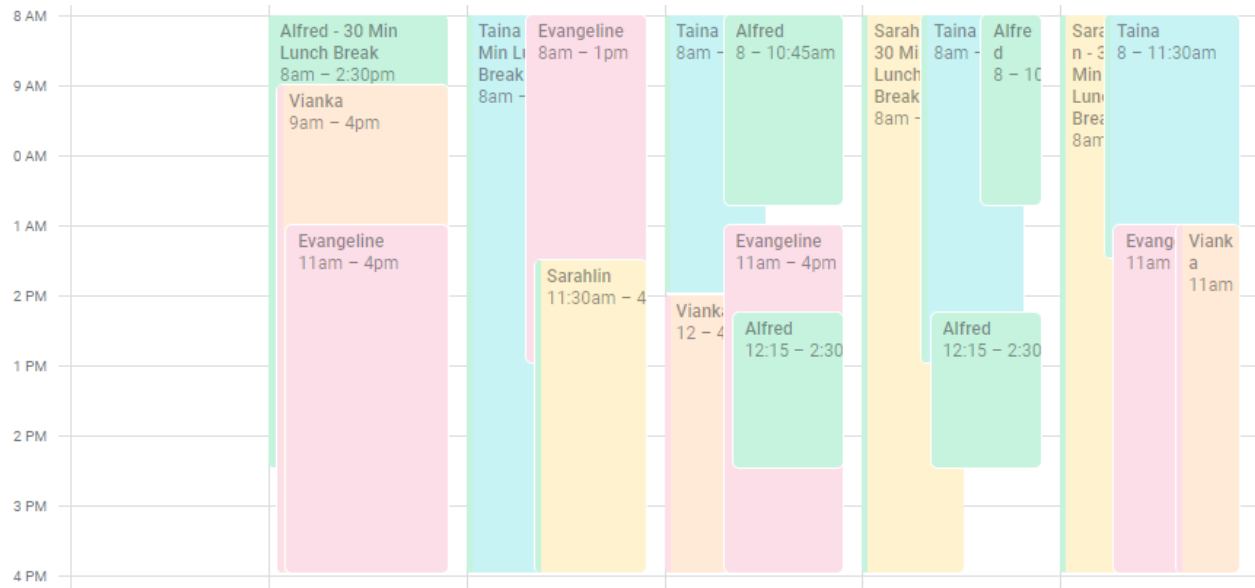




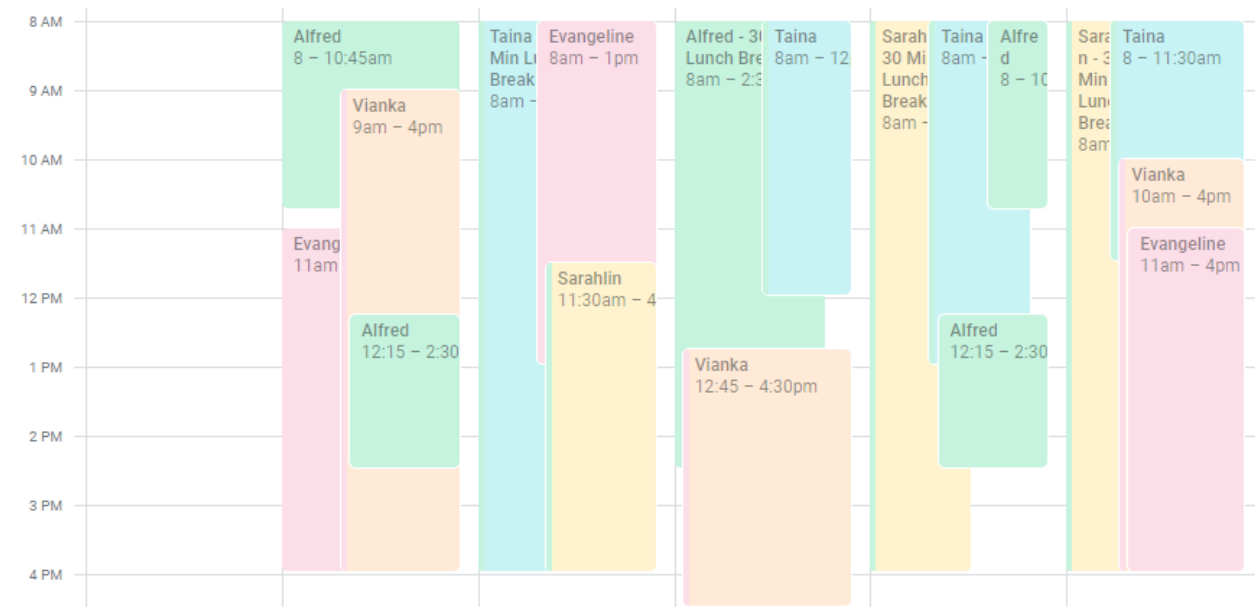
# 2021 Hawai'i Community College Annual Program Review

## Program or Unit Name: Information Center

### Spring 2021 (January) – Information Center/Paepae Haumāna Welcome Center



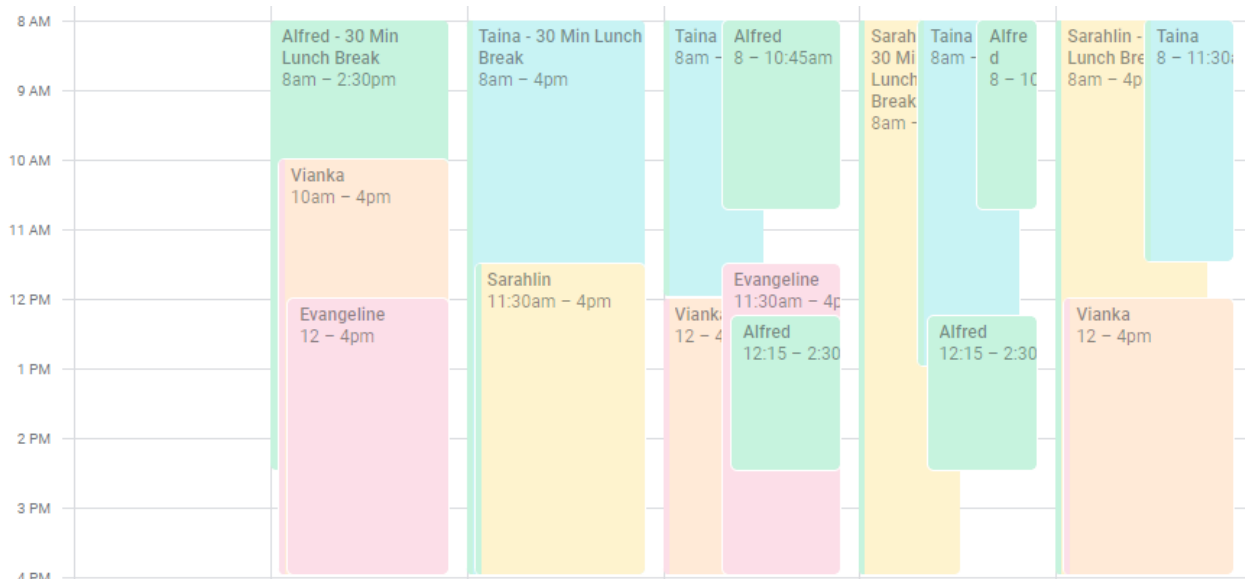
### Spring 2021 (February to March) – Information Center/Paepae Haumāna Welcome Center



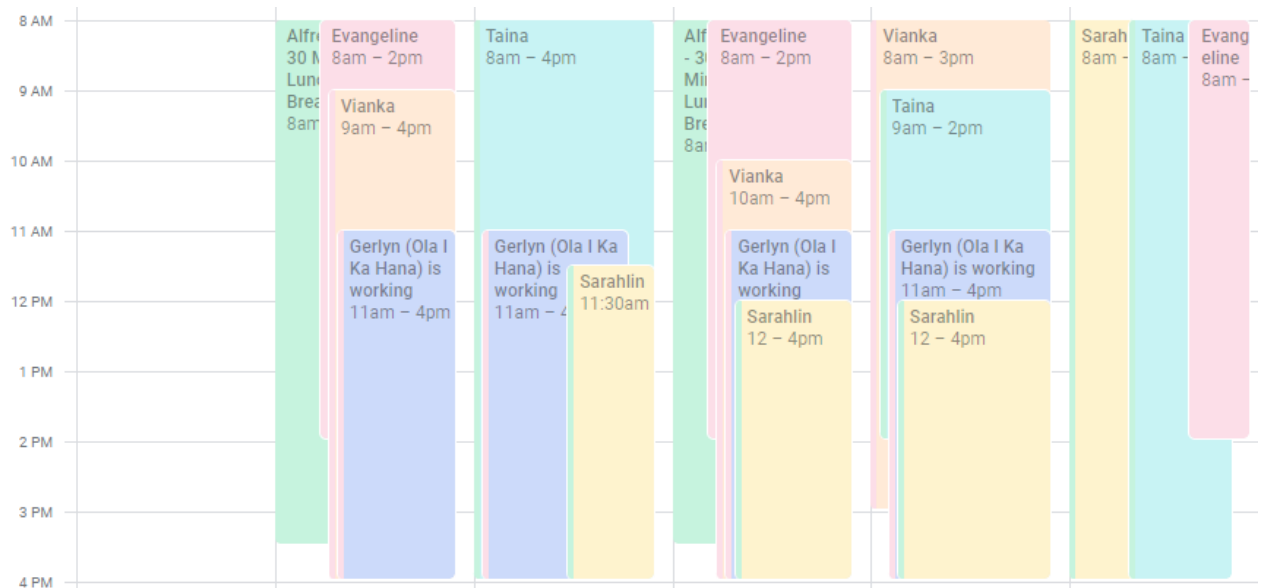
# 2021 Hawai'i Community College Annual Program Review

## Program or Unit Name: Information Center

### Spring 2021 (April) – Information Center/Paepae Haumāna Welcome Center



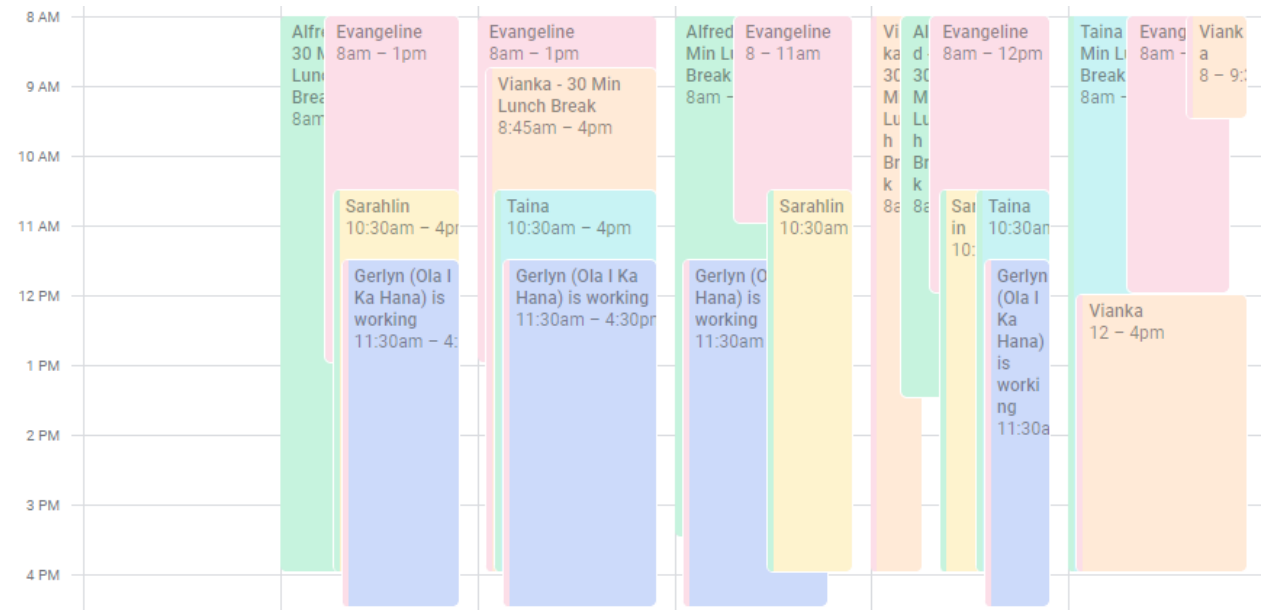
### Spring 2021 (May) – Information Center/Paepae Haumāna Welcome Center



# 2021 Hawai'i Community College Annual Program Review

## Program or Unit Name: Information Center

### Summer 2021 (June) – Information Center/Paepae Haumāna Welcome Center



### Summer 2021 (July) – Information Center/Paepae Haumāna Welcome Center



**APPENDIX D: Paepae Haumāna - Welcome Center Satisfaction Survey**

[Paepae Haumāna - Welcome Center Satisfaction Survey Google Form](#)



## Paepae Haumāna - Welcome Center Satisfaction Survey

Aloha,

Thank you for contacting the Paepae Haumāna - Welcome Center.

We invite you to complete this short satisfaction survey to tell us about your experience and share with us ways in which we may improve your experience in the future.

Mahalo in advance!

 keshas@hawaii.edu (not shared) [Switch account](#) 

\* Required

Are you a: \*

☐ Student

☐ Faculty/Staff

☐ Community

Which department(s) did you interact with? (Check all that apply)

☐ Admissions and Records

☐ Financial Aid

☐ Information Center

How did you interact with the Paepae Haumāna - Welcome Center? (Check all that apply)

☐ In-Person

☐ Over-the-phone

☐ Email or Chat

☐ Zoom

How satisfied are you with our response time?

	1	2	3	4	5	
Not Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

How satisfied are you with the representatives ability to answer your question(s)?

	1	2	3	4	5	
Not Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

How satisfied are you with the professionalism of the representative(s)?

	1	2	3	4	5	
Not Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

How satisfied are you your overall Paepae Haumāna - Welcome Center experience?

	1	2	3	4	5	
Not Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

How can Paepae Haumāna - Welcome Center improve our services?

Your answer \_\_\_\_\_

**Submit**

[Clear form](#)

Never submit passwords through Google Forms.

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

Google Forms

Paepae Haumāna - Welcome Center Satisfaction Survey Ka 'Io Weekly Announcement

---

**Paepae Haumāna - Welcome Center Satisfaction Survey**

Aloha Hawai'i CC Students, Faculty, & Staff,

The Hawai'i CC Paepae Haumāna - Welcome Center is made up of the Admissions & Records Office, Financial Aid Office, and the Information Center.

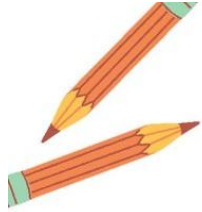
**Please help us in completing the [Satisfaction Survey](#) to help us continue to improve our services.** Individuals must login using their UH Username and password; all responses are anonymous, emails will not be collect.

Feel free to contact our office at (808) 934-2800 or [welcomeu@hawaii.edu](mailto:welcomeu@hawaii.edu) if you have any questions.

Mahalo in advance for your participation!

---

Paepae Haumāna - Welcome Center Satisfaction Survey QR Code Flyer



# FEEDBACK WANTED

PAEPAE HAUMANA - WELCOME CENTER

WE INVITE YOU TO COMPLETE THIS SHORT SATISFACTION  
SURVEY TO TELL US ABOUT YOUR EXPERIENCE AND SHARE  
WITH US WAYS IN WHICH WE MAY IMPROVE YOUR  
EXPERIENCE IN THE FUTURE.



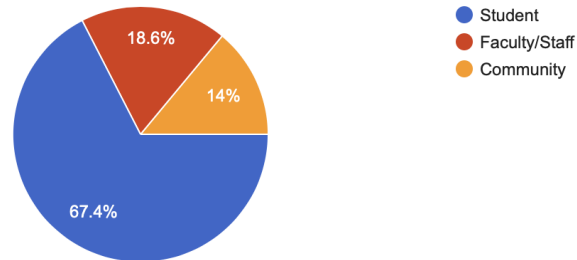
MAHALO FOR YOUR FEEDBACK!



**Paepae Haumāna - Welcome Center Satisfaction Survey Results Summary**

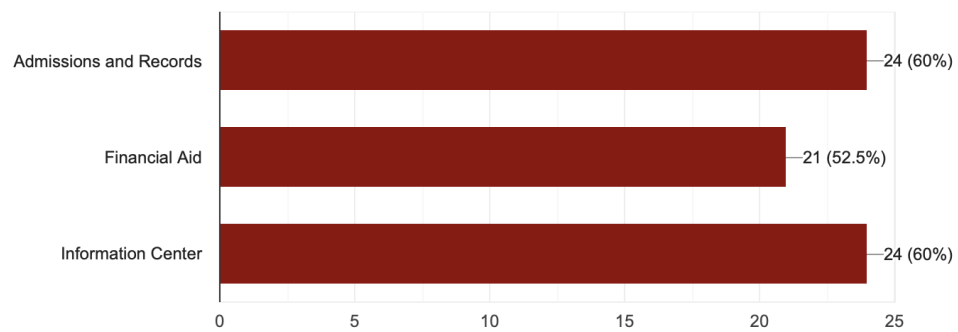
Are you a:

43 responses



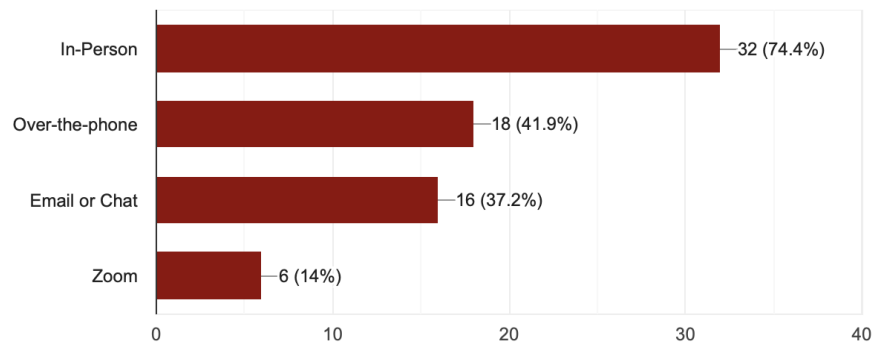
Which department(s) did you interact with? (Check all that apply)

40 responses



How did you interact with the Paepae Haumāna - Welcome Center? (Check all that apply)

43 responses

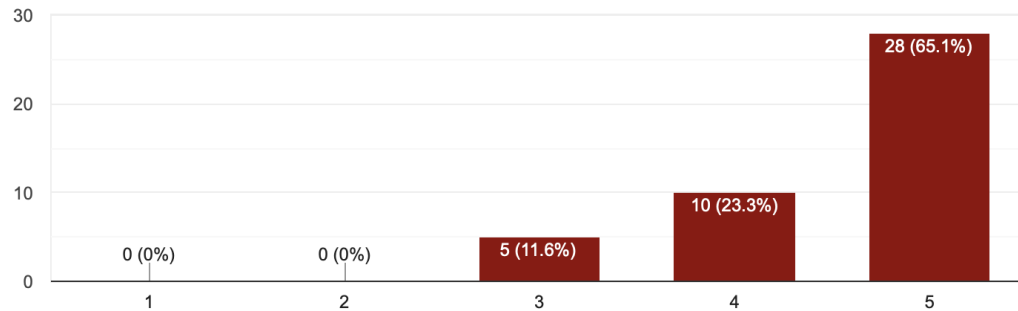




How satisfied are you with our response time?

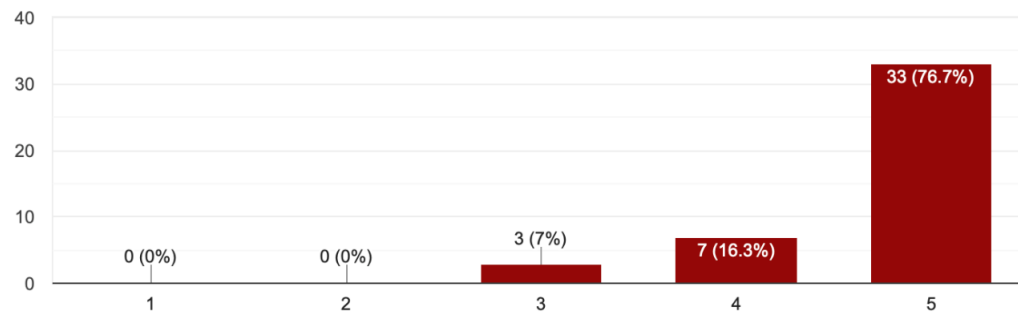


43 responses



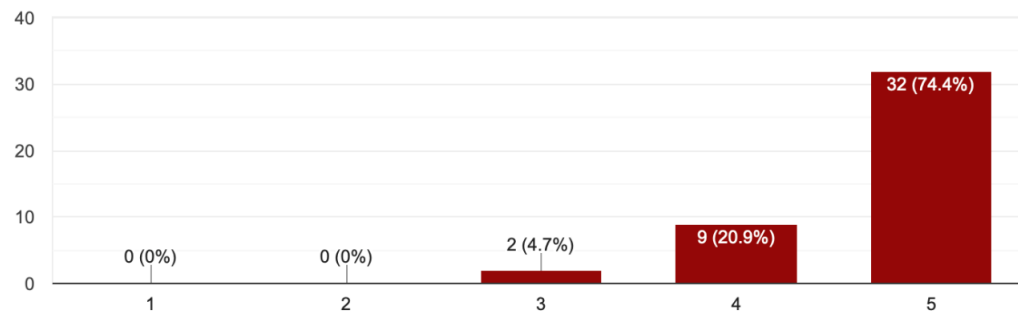
How satisfied are you with the professionalism of the representative(s)?

43 responses



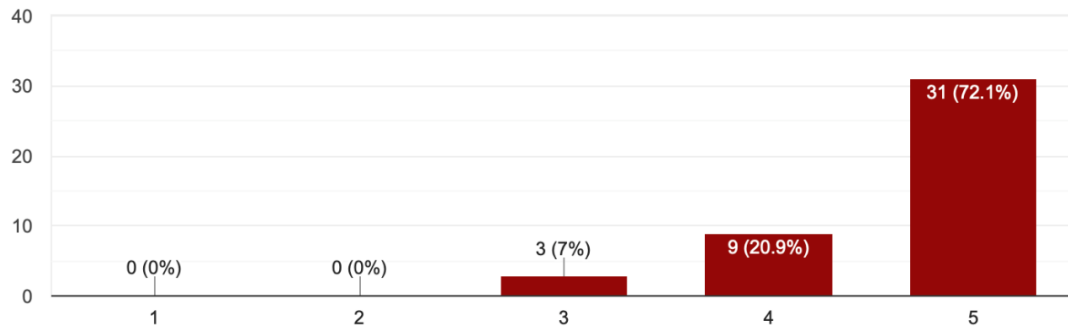
How satisfied are you with the representatives ability to answer your question(s)?

43 responses



### How satisfied are you your overall Paepae Haumāna - Welcome Center experience?

43 responses



### How can Paepae Haumāna - Welcome Center improve our services?



7 responses

