

# 2024 Annual Report of Program Data Pālanuanui Office of Student Services



## 1. Program or Unit Mission

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### Unit Mission Statement

The mission of the Pālanuanui Office of Student Services (PAL-OSS) is to deliver comprehensive “wrap-around” support services, acting as a central point of contact for current and prospective students on West Hawai'i Island. We ensure students have access to the resources, guidance, and support they need to thrive academically and personally.

### Unit Description

The Hawai'i Community College-Pālanuanui Campus serves the West Hawai'i community by offering students access to degrees and certificates in higher education through Hawai'i Community College and the University Center at West Hawai'i. The campus features classrooms, vocational labs, a computer lab, and a library learning center. Students can choose from various class formats, including traditional in-person classes, video conference sessions, online courses, and hybrid options that blend technology with face-to-face interaction. The Pālanuanui Office of Student Services (PAL-OSS) is a key unit on campus, functioning as a one-stop shop for Hawai'i Community College admissions, records, counseling, financial aid, scholarship assistance, onboarding, registration support, and special student success programs.

### Target Population

PAL-OSS serves current and prospective students of Hawai'i Community College and the University Centers, with a special focus on those living on the West side of Hawai'i Island.

## 2. Program Student Learning Outcomes or Unit/Service Outcomes

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During this reporting period, we refined our unit service outcomes and student learning outcomes to better align with the new Hawai'i CC Strategic Plan. We used the results from our PAL-OSS Evaluations to assess our 2022-2023 outcomes. The updated unit service and student learning outcomes, all of which were assessed in 2023-2024, are available in the link below.

### [PAL-OSS 2023-2024 Unit Service and Student Learning Outcomes](#)

We will continue gathering both quantitative and qualitative evaluations to assess our outcomes more comprehensively. While we collected more evaluations than in previous reporting periods, the 39 evaluations obtained provide limited data and are not sufficient to fully assess our outcomes.

### 3. Analysis of the Program/Unit

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#### **PAL-OSS Unit Composition**

During this reporting period, the PAL-OSS unit consisted of the following positions:

- 1.0 FTE Temporary Faculty Counselor
- 1.0 FTE APT B Student Services Specialist
- 1.0 FTE APT B Temporary (89-day Casual Hire) Ēlama & Hilo One Program Coordinator
- 1.0 FTE APT A Student Services Specialist (Academic Advisor)
- 1.0 FTE Office Assistant III

Additionally, one student assistant was hired and funded through the Ēlama & Hilo One Program. This student position was readvertised in June 2024.

Further discussion on the composition of this unit can be found [here](#).

#### **PAL-OSS Demand, Effectiveness, and Efficiency**

PAL-OSS assessed unit demand through Pālanuanui's headcount enrollment and by the unit's scheduled appointments and walk-ins. The unit evaluated efficiency through the wrap-around support services the unit provides. Lastly, we evaluated effectiveness through the student evaluations received.

#### **Demand Indicators 2023-2024**

PAL-OSS demand is considered to be HEALTHY. The Unit's services are essential to the Pālanuanui Campus. The unit was available to 549 students in Fall 2023, 471 students in Spring 2024, and 118 students in Summer 2024. The unit also completed 824 appointments in this reporting period and provided accessibility and availability through in-person, online, telephone, and email appointments. Additionally, the unit served 401 Early College (EC), Dual Credit (DC), and Running Start (RS) high school students completing college courses while in high school.

Further discussion and data on demand indicators can be found at the following links:

[\*\*Pālanuanui Campus Demand Indicators Charts & Data\*\*](#)

[\*\*Pālanuanui Campus Headcount Enrollment Discussion\*\*](#)

[\*\*PAL-OSS Unit Scheduled and Walk-In Appointments\*\*](#)

#### **Efficiency Indicators 2023-2024**

The PAL-OSS Unit considers its efficiency to be HEALTHY. The Unit provides wrap-around support services and is a central point of contact for students in West Hawai'i. In 23-24, PAL-OSS provided many student services functions, like the ones listed below:

- Student Appointments
- Mandatory New Student Orientation
- Transcript Evaluations
- Assistance with Hawai'i CC Admissions Applications
- Assistance with Financial Aid Questions, the FAFSA, and Scholarships
- Student Support Services for Early College, Running Start, and Dual Credit students
- Student Support Services for the Ēlama & Hilo One Program
- Student Support Services for the University Center, West Hawai'i

The primary data used to indicate PAL-OSS unit efficiency is through the student appointment reasons. By default, students can make appointments with the PAL-OSS staff for the following reasons:

- Academic Action (Probation, Suspension, Dismissal)
- Academic Advising
- Admissions Assistance
- Career Counseling
- Counseling/General Concern
- Financial Aid & Scholarships (The Ēlama & Hilo One Program)
- Quick Questions
- Student Club/Organization
- Transfer Advising (This also includes University Center, West Hawai'i students)

View detailed efficiency data discussion [here](#).

## **Effectiveness Indicators 2023-2024**

We consider our effectiveness to be in a state of ongoing development. While we received more evaluations this year, which indicated positive results, there is still room for improvement, particularly in collecting more qualitative data to enhance the overall health of our effectiveness. Effectiveness indicators were analyzed through the PAL-OSS Evaluations. During the last reporting period, our goal was to increase the number of evaluations from students, and this year, we successfully collected 39 evaluations, marking an improvement over previous periods. A summary of the results of our received evaluations can be found below:

### **2023-2024 PAL-OSS Evaluations**

## 4. Action Plan

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The PAL-OSS Unit will continue to assess its effectiveness through the collection and analysis of student evaluation data, with a particular focus on gathering impact data for the Ēlama and Hilo One Program, especially its impact on Native Hawaiian students.

Additionally, due to changes in our office staff composition over the past two reporting periods, we recognize the importance of supporting our team's well-being. Therefore, we plan to develop a wellness series within the next few reporting periods to support the health and well-being of our faculty and staff.

[Link to the PAL-OSS Action Plan](#)

## 5. Resource Implications

### Special Resource Requests not included in your operating "B" budget

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*Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support action or Perkins plans.*

*\*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.*

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

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

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

✓ Item Description: See [PAL-OSS Resource Request 2023-2024](#)

✓ Justification: See [PAL-OSS Resource Request 2023-2024](#)

✓ Alignment to the [Ka'ao Ka'ika'i Strategic Plan AY2023 - AY2029](#):

See [PAL-OSS Resource Request 2023-2024](#)

Each resource request must align with one or more of our Strategic Plan Core Commitments: