**PRELIMINARY EVIDENCE REPORT: Standard 2.C.1**

**Standard 2.C.1**

**STANDARD: 2C1 -** The institution regularly evaluates the quality of student support services and demonstrates that these services, regardless of location or means of delivery, including distance education and correspondence education, support student learning, and enhance accomplishment of the mission of the institution. (ER15)

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| **FEEDBACK**: Need as evidence for ER15 (you may want to look at the 2015 Midterm Report, pg. 31 for this material; Ana Bravo helped Jo write this for 2015 and she’ll have updated information. You may wish to use the same structure.):   * Demographic characteristics of students * Evidence that the institution assesses student needs for services and provides for them regardless of location or mode of delivery * List of student services provided which reflects the mission of the institution (\*the mission points out Indigenous (native Hawaiians), local (e.g. targeted pops?), national, and international students. * Description of programs for special student populations   Talk to Noeau regarding the first guiding question  We think guiding question 3 is a gap  FYE examples are good  Could talk to Kristie Malterre |

**College Mission**

Kapi‘olani Community College provides open access to higher education opportunities in pursuit of academic, career, and lifelong learning goals to the diverse communities of Hawai‘i. Committed to student success through engagement, learning, and achievement, we offer high quality certificates and associate degrees, and transfer pathways that prepare indigenous, local, national, and international students for their productive futures.

**Evidence of Meeting the Standard**

**Thesis Statement:**

**Evidence**

Support Services for students consist of the following areas:

Admissions and Records - KISC

\*Academic Counseling

Completely Online Counseling

DSSO

Employment Prep Center

Financial Aid

First Year Experience

+International Students – Honda

Kapo‘oloku Program for Native Hawaiian Student Success

Kulia ma Kapi‘olani a Native Hawaiian Career & Technical Education Project

Lunalio Scholars

Mental Health & Wellness Program

Office of Student Activities

Outreach and Recruitment – Kuilei

Single Parents Program

\*STEM Counseling - MKC

TRIO

\*Transfer Center- MKC

Transfer Year Experience

Veterans and Military Resource Center

+This area/unit reports to the Chancellor

\*This area/unit reports to Academic Affairs.

• Program Review

* Annual Report of Program Data (ARPD)
* Comprehensive Program Review (CPR)

• Evaluation of student services

The College uses the five CCSSE benchmarks (Community College Survey of Student Engagement) as five institutional effectiveness measures:

* Active and collaborative learning
* Academic challenge
* Student effort
* Faculty-student interaction
* Support for learners

**Gaps:**

* Service Area Outcomes (SAOs)
* Student Equity Plan?
* Surveys:
* DE Plan to identify needs for learning support, e-counseling, and online tutoring
* Assess student needs regardless of location or mode of delivery
* Focus groups of students and student services staff