



Kapi'olani Community College

CONTINUOUS IMPROVEMENT REPORT

(Counseling and Academic Advising Council-CAAC)

2018-2019 Academic Year

What successes does your data reflect?

- The majority of respondents (ranging from 13-20 out of 24 individuals) indicated “often” or “always” responses in Q1. The highest scores (combining “often” and “always”) were in these areas: Members had equal opportunity to participate, members had adequate information to make informed decisions, and that follow-up (action) items and persons responsible were clearly communicated.
- The mission of the CAAC and consequent value to the counseling discipline were commended in the comments section, as we are not a unit, but rather housed under both Student Affairs and Academic affairs. Bringing counselors together to work collaboratively on coordinated efforts is valued by the membership.
- In Q2, the work of the CAAC subcommittees was recognized as valuable to the mission of the CAAC by a vast majority of respondents.
- The work of the CAAC Counseling SLO Assessment subcommittee was recognized as particularly valuable with positive comments about the other committees accomplishments.
- The inclusion of the VCSA and VCAA in monthly meetings have resulted in generally positive comments, and counselors value ongoing and timely updates from these administrators.

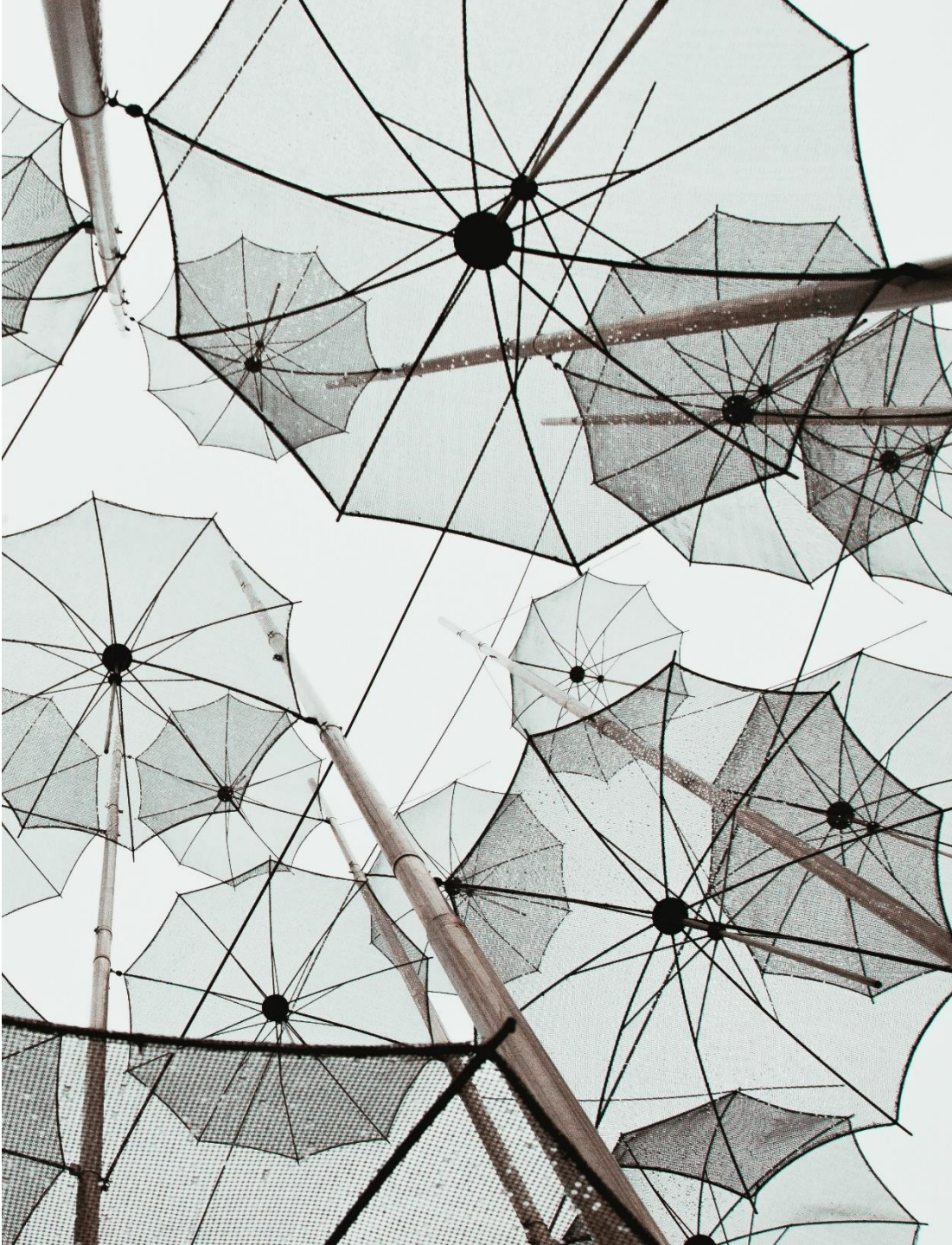
What goals emerge from the data?

- The lowest scores (13 out of 20 combining “often” and “always” in Q1 and related comments) were in relation to efficiency of meetings. The exec team will be addressing how to make meetings more efficient.
- There were comments related to a disproportionate amount of time being spent on certain issues such as compensation. (Note: This issue has been resolved. Compensation discussions with Administration has been ongoing for over 4 years, and headway was made this past year with the two Vice Chancellors of Student Affairs and Academic Affairs agreeing on compensation for the chair).

- There were several comments about moving back to a “representative” model vs the current “community” model. While this was discussed and addressed a couple of years ago, and a vote taken to continue the “community” model, this may be an area that the exec team may choose to be revisit.
- Comments around increasing engagement, building bridges, mentoring are topics that have been priorities for the 2018-19 chair, and will continue as areas to focus on and promote in the coming academic year.
- Membership’s priorities, action items and suggested topics for meetings will be solicited to shape the goals and objectives for the 2019-20 academic year.
- In reviewing the comments, more emphasis and clarity is needed about the importance of the CAAC Guidelines, it’s mission and the processes which govern the CAAC.

You may attach/include your survey results to this report. This is recommended for transparency, but not required.

The CAAC Exec team has recommended that the survey results be attached to this report.

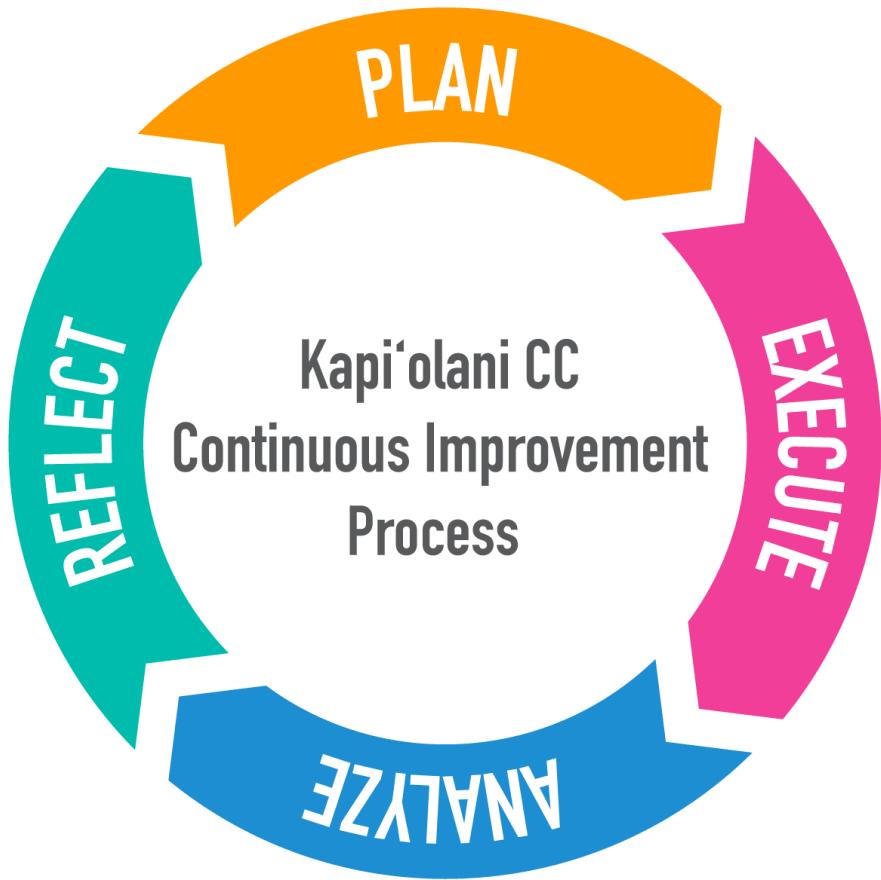


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KAPI'OLANI
COMMUNITY COLLEGE

Counseling and Academic Advising Council Internal Survey (24 Respondents)

data contact: karapw@hawaii.edu | April 17, 2019



What do you notice? What do you wonder?

Analyze and reflect.

The Accreditation Work Group will guide you through discussions in fall to dive into the goal planning phase.

Engage in data-informed conversations.

What stands out? Which elements from the survey can you use to form your initial goals?

Be objective.

Understand *what* is happening before moving to the *why*. Ask questions. Share what you notice and what you wonder about the survey responses with one another.

Q1. Please indicate the frequency of each scenario:

The council worked effectively towards fulfilling its purpose and responsibilities.

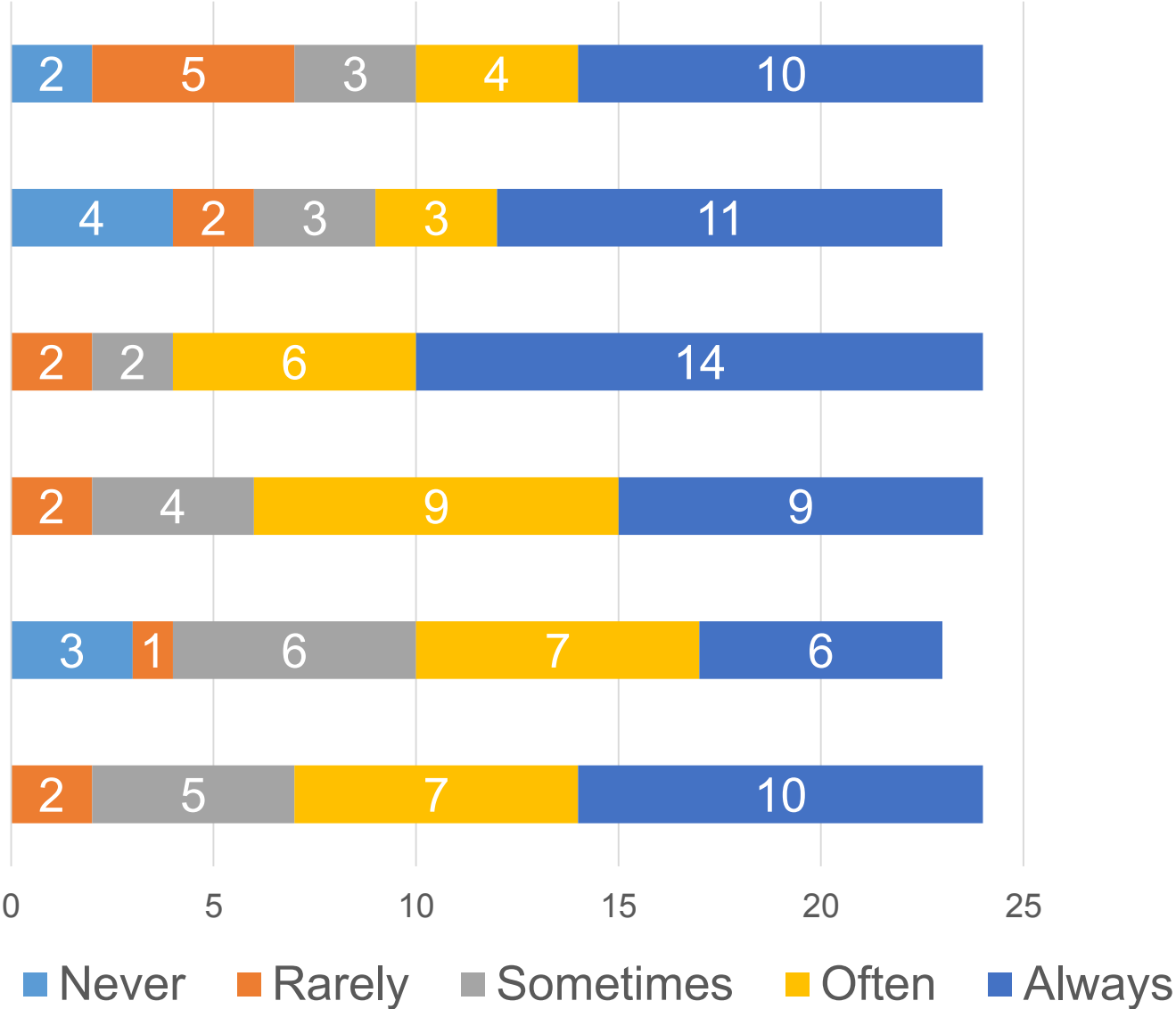
My participation in this organization was important and valuable to the campus.

Members had equal opportunity to participate.

Members had adequate information to make informed recommendations.

Meetings were efficient.

Follow-up (action) items and persons responsible were clearly communicated.



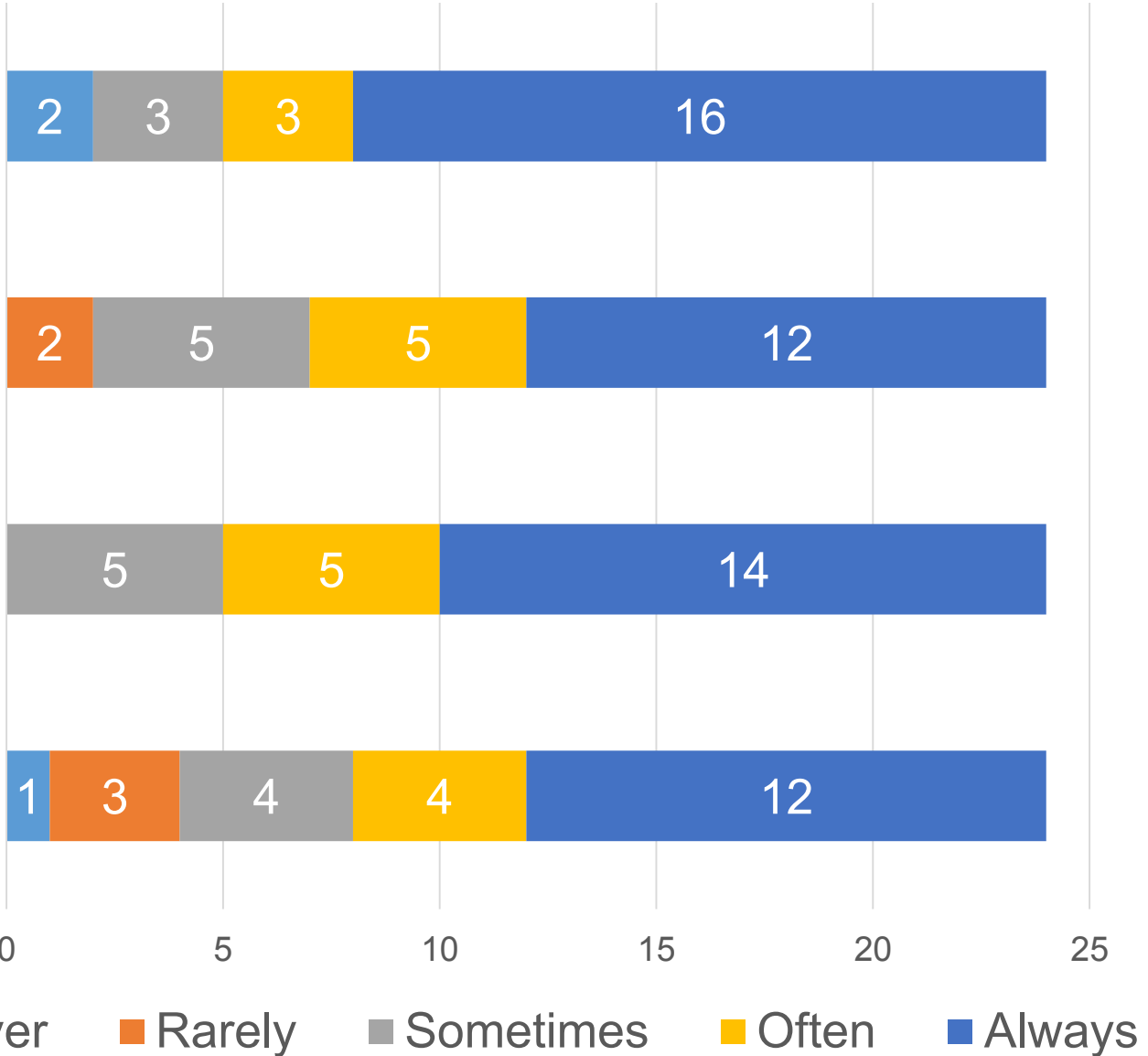
Q2. Please indicate the frequency of each item as it relates to subcommittees:

The work of the CAAC Counseling SLO Assessment Subcommittee is valuable to the mission of the Counseling and Academic Advising Council.

The work of the Professional Standards Subcommittee is valuable to the mission of the Counseling and Academic Advising Council.

The work of the Professional Development Subcommittee is valuable to the mission of the Counseling and Academic Advising Council.

The work of the Counselor Connection Subcommittee is valuable to the mission of the Counseling and Academic Advising Council.



Q3. What suggestions for improvement do you have to make CAAC more valuable to your professional role as a counselor?

More time needs to be spent on campus initiatives and planning. Too much time was spent on compensation and not enough time spent on topics that would benefit the students and the campus.

I think there is a lot of work that goes on behind the scenes, between each monthly meeting but at the same time it seems like the things that are being worked on are prolonged without any concrete change. It could just be the timing of the issue we worked on this year, they continued from previous years; it has been a slow process.

Hold CAAC leadership accountable for the tasks they say they will do. Too many times the Chair has raised issues for discussion, only to admit that she hadn't fully read the policy since it didn't pertain to her. We should also move back to the representative model - or disband. There is rarely a full house for meetings as most votes come in through proxy. Instead of CAAC, the VCSA & VCAA should pull together regular meetings. More connections between VCAA and VCSA and sharing of their information. Getting Policies and Procedures written down and published on the website.

Since time is very valuable to everyone, it would be great if the meetings could be 1) shorter and 2) more action oriented.

I hope CAAC can adopt more indigenous way of passing down the institutional memories, knowledge and wisdom. Younger generations of counseling faculty seem to lack of working mentorship system to engage them closer to the rich counseling community at KCC.

Any new college initiatives or issues impacting counseling and counselors should be funneled through CAAC for discussion. Discussions seems to be happening in pockets rather than through the formal venue of CAAC. This clearly articulated communication process would make CAAC more valuable to my professional role.

Learn how to better engage counselors, given the campus climate of complacency and the de-centralized organization of counselors. This is not for CAAC specifically, but since it is the only body of this discipline, the problem of different reporting lines, authority and directives can create miscommunication, dissension and resentment, at times. This is sad to see in the counseling discipline.

Include more opportunities for collaboration between instructional and non instructional faculty.

Move to the representative model and actually work on improving communication between academic and student affairs divisions.

Chance to share critical info not just on the update form, but in person to have discussion and feedback

There's a lot of stuff on the Lulima site. Perhaps cleaning it up and organizing items will make it easier to access and find things.

Q3 continued: What suggestions for improvement do you have to make CAAC more valuable to your professional role as a counselor?

It would be great if we had 100% participation amongst all people, even if by proxy. For those who choose not to participate at all - why is this the case? Maybe there's an area of growth that someone who doesn't participate can identify for the CAAC. Also, I'd like to see more rotation amongst Sub-Committee chairs/ co-chairs. And, perhaps we have more ad hoc committees and only convene the Sub-committees quarterly.

My one question is why the 9-month counselor position still exists. Why aren't we all 11-month counselors?

Although not relating to my professional role as a counselor, I would like to see the proxy rule changed to enable a counselor (who is not able to attend a CAAC meeting) to freely designate anyone as a proxy, thus enabling a counselor (who is able to attend the CAAC meeting) to serve as a proxy for more than one individual, thereby helping to achieve quorum.

Welcome CAAC meeting attendance by the VCSA, VCAA, KISC, FYE, and others who can keep counselors up to date with new initiatives. Shutting them out of meetings or instituting attendance policies for non-counselors works against open communication.

There seems to be a sense that CAAC is supposed to bring value added to the counseling discipline, but I rarely find that to be true. The administration does not value CAAC, but allows the group to convene, and have representation at meetings. However, true decisions do not have CAAC in the procedural line of decision making, therefore it has limited strength. Additionally, we have colleagues across the discipline that do not carry the same amount of visible output, and consequentially lessens the strength of the discipline. We should share a semesterly or annual report on our projects, initiatives, and number of students served. The workload across all counselors is disproportionate, and the entire discipline needs a re-org to be more fiscally responsible to the students we all serve.

Communication about initiatives from both the VCAA and VCSA are imperative to our work. If they could complete the "Update" documents every month that would be very helpful.

Q4. As a member, please share areas where your council is excelling.

The CAAC excels in upholding the CAAC mission as counseling faculty participate in the governance and decision-making in matters regarding the practice of counseling and advising; The CAAC subcommittees accomplish tremendous work.

I think all of the executive team members and their predecessors are intelligent, compassionate and hard working. I appreciate their commitment to the group as they are very devoted to the profession and truly want to do a good job for students and the whole campus, in general. I think there are unclear expectations and/or direction because of the history of how the group was created, who they report to, and what information is to be reported.

We seemed to have made some headway during the last few meetings about having the VCAA and VCSA attend our meetings; that is a positive change since information will be shared in a more timely manner.

none

Bringing counselors together to ensure that services for students are comprehensive and excellent!

We help the campus recruit, retain and graduate students.

We excel in assessment.

Since the de-centralization of counseling, venues like the CAAC becomes even more valuable. I feel it is critical that counselors move forward in unison to which the CAAC does its best to provide this opportunity.

CAAC picks up large pukas for the college where there is a lack of administrative efforts to oversee the communication among different college initiatives under the decentralized counseling model at KCC. Many counseling faculty went above and beyond their job duties to participate in CAAC to hold an excellent counseling practice across the board through many unrecognized collaboration and efforts. It would be to the best interest for the college to generously acknowledge their efforts to keep their voluntary spirit going,

I think we are way ahead with coordinated assessment efforts as well as other coordinated efforts such as creating counseling landing pages on the KCC web. The Council is filling in a badly needed gap in the college for leadership and advocacy for the whole counseling discipline.

The council does a great job of navigating through the campus structure that, at times, does not support counselors. It does a good job of attempting to present a collective voice and represent the body's views to the campus. This is a challenging task that has been done well over the years.

Assessment and upholding the professional standards of counselors across campus.

Q4 continued: As a member, please share areas where your council is excelling.

+Counseling SLO Assessment

+Professional Development opportunities

+Regular CAAC meetings and engaging activities

I believe that the Professional Development committee is striving to create a resource that will be helpful to counselors in their role, replacing the outdated Counselor Toolbox. I am looking forward to the mentoring opportunities provided by the CAAC Counselor Connections. I enjoyed the Counselor Academy and look forward to future academies. I appreciate the openness of those counselors and advisors participating in CAAC to help new counselors.

Encouraging dialogue among counselors on issues relating to student affairs and student support services.

I look forward to the CAAC getting back on track, and tackling issues applicable to all/most counselors, now that the compensation issue is settled.

Organization of Professional Development

CAAC leads in assessment, follow-through, professional development, and collaboration across academic and student services. We are a shining example on our campus and I'm proud of all we have accomplished! Even the visiting team from ACCJC recognized our efforts.

Building collaborative relationships amongst counselors across the campus

Committee chairs have been working hard on planning events, training, etc. The CAAC is the one venue we can count on monthly to have time with other counseling colleagues. Face to face time is valuable!

The thoughts, feelings, and ideas shared in each survey will inform decisions moving forward.

Mahalo to all who shared their voice.

