



Kapi'olani Community College

CONTINUOUS IMPROVEMENT REPORT

(CAAC)

AY 2020-2021

What successes does your data reflect?

- The majority of respondents (ranging from 8-10 out of 13 individuals) indicated “often” or “always” responses in Q1. The highest scores (combining “often” and “always”) were in these areas: Members had adequate information to make informed decisions, the Council worked effectively towards fulfilling its purpose and responsibilities, members had equal opportunity to participate, and follow-up (action) items and persons responsible were clearly communicated.
- Majority of respondents (ranging from 9-11 out of 13 individuals) indicated “implementing” or “developing” responses in Q2 for addressing priorities for Fall 2019-Spring 2020. The highest score was in the area of providing an overarching framework of revised Program Learning Outcomes (PLOs) and Student Learning Outcome (SLOs).
- Majority of respondents (ranging from 7-12 out of 13 individuals) indicated “implementing” or “developing” responses in Q2 for addressing priorities established in Fall 2020. The highest scores were in the area of providing opportunities for counselor wellness and care followed by advocating for the counseling discipline and participating in budget discussion (UHCC Planning for Fiscal Year 2022 and Beyond).
- The work of the CAAC committees were recognized as valuable in helping counselors adjust through the pandemic and supporting counseling on our campus.
- CAAC fostered dialogue with the Vice Chancellors and promoted collegiality and connection among counselors during a time of uncertainty and change when face to face meetings were not possible.

What goals emerge from the data?

- The lowest score for Q4 was for supporting counselors to modify counseling services and delivery. 7 out of 13 individuals indicated “developing (4)” and “implementing (3).”

Providing more opportunities for colleagues to share strategies including the creative delivery of counseling services and in particular, providing services remotely and supporting counselors to modify counseling services are continued areas of focus.

- While there has been an increase of attendance in monthly virtual CAAC meetings during the pandemic, we will continue to explore ways to increase counselor participation in subcommittees and to encourage attendance in CAAC meetings/activities.
- Additional priorities, action items and suggested topics for the meetings will be solicited from the membership to shape the objectives for AY 2021-2022.



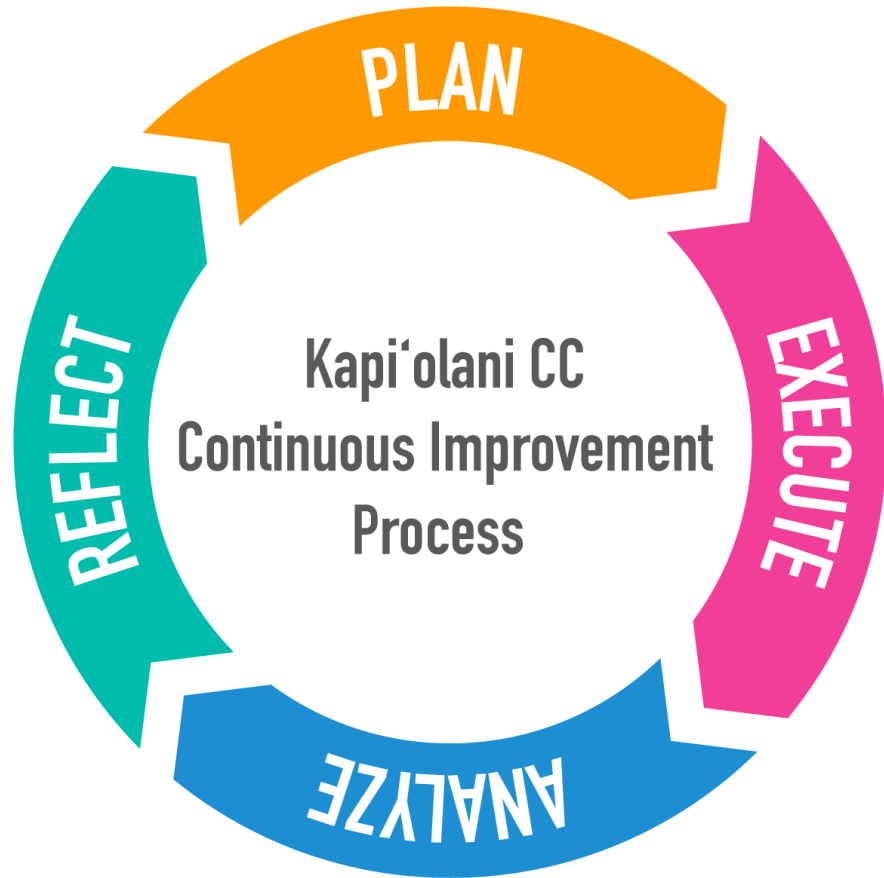
2021 Internal Survey Results

*Counseling and Academic
Advising Council (CAAC)*
13 Responses



UNIVERSITY of HAWAII*
KAPĪ'OLANI
COMMUNITY COLLEGE

What do you notice? What do you wonder?



Analyze and reflect.

The Continuous Improvement 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 within the current academic year (fall 2020-spring 2021):

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.

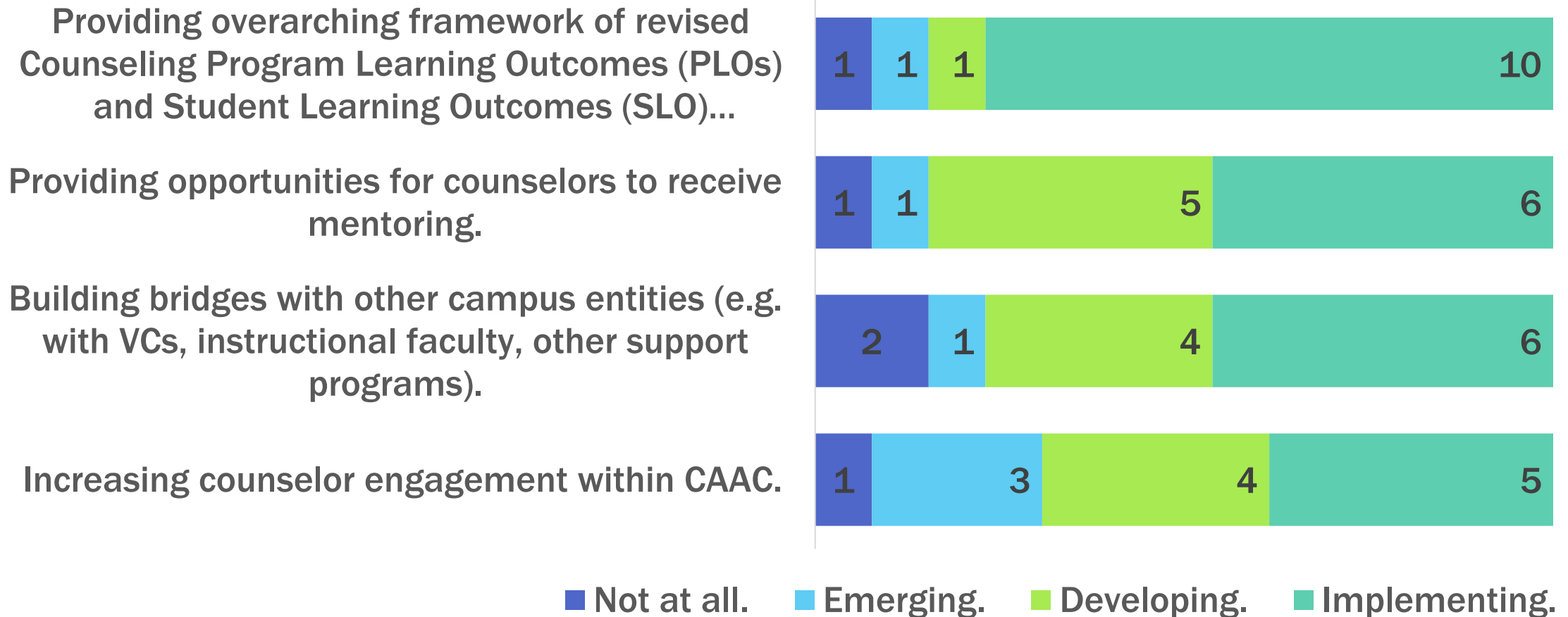


Follow-up (action) items and persons responsible were clearly communicated.



■ Never ■ Rarely ■ Sometimes ■ Often ■ Always

Q2. To what extent do you feel CAAC has addressed the following priorities for fall 2019-spring 2020?



Q3. Please share more about your answer(s) above.

CAAC encountered a mid-year change in leadership, and the pandemic started in March 2020, requiring responsive changes. Overall, the Chair, Chair Elect and ET has done a great job in guiding this group through a challenging period.

I am not sure how else to increase counselor engagement beyond Developing. There seems to be a handful of counselors, for whatever reason, who will not attend any CAAC meetings or activities.

Q4. To what extent do you feel CAAC has addressed the following priorities established in Fall 2020?

Advocating for counseling discipline and participating in budget discussions (i.e. UHCC Planning for Fiscal Year 2022 and Beyond).



Sharing counseling strategies to help students adjust.



Supporting counselors to modify counseling services and delivery.



Providing opportunities for counselor self-care and wellness.



■ Not at all. ■ Emerging. ■ Developing. ■ Implementing.

Q5. Please share more about your answer(s) above.

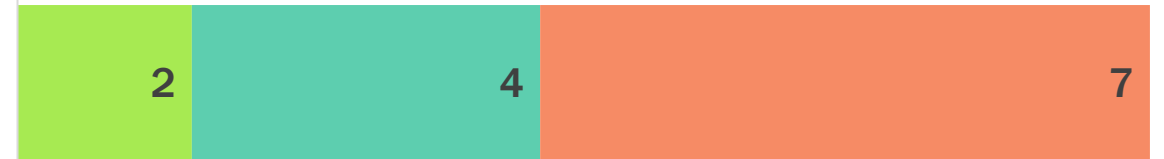
I commend the counselors who are serving on the workgroup to contribute our voice to the system proposals to address counseling services and positions. I do worry about counselors feeling pitted against each other as difficult decisions are proposed and carried out. KCC has a unique and effective structure, which has worked well for us thus far, and should not be held to standards that don't fit our model.

In regards to modifying services and delivery, it would be great if we could have more sessions to learn how our colleagues are doing creative delivery of essential activities, such as info sessions, career planning, etc on virtual platforms.

As with other years, sometimes there are other urgent priorities during the meetings that prohibit us from focusing on professional development, including a review of professional standards, sharing counseling strategies, and modifying services and delivery.

Q6. Please indicate your level of agreement with the following statements regarding CAAC Committees.

The Counseling Connection Committee has provided opportunities for counselors to engage in activities that support their own mental health, wellness, and professional growth. (The following virtual events were coordinated during this reporting period: welc



The efforts of the Counseling SLO Assessment Committee supported counselors to implement counseling SLO assessment with an aim for continuous growth and improvement.



The Professional Development Committee has identified and promoted opportunities for counselors to enhance their counseling knowledge and skills. (The following activities were coordinated during this reporting period: promoting the Ke Kumu Mentoring progr



The Professional Standards Committee has provided leadership and input on issues relating to the standards of practice for counseling on campus.



■ Strongly Disagree
 ■ Disagree
 ■ Neither Disagree or Agree
 ■ Agree
 ■ Strongly Agree

Q7. Please leave any additional comments about CAAC committees here. If you have something to share about a specific group, please identify that in your response.

The subcommittees work very hard to address goals and plan activities to benefit our discipline, this is much appreciated!

During the national pandemic, all of our priorities shifted. I think the CAAC committees have done a great job adjusting.

Q8. What suggestions for improvement do you have to make CAAC more valuable to your professional role as a counselor?

This is not a direct comment to improve the CAAC, but a suggestion to counselors who have in past and present surveys shared critical/negative comments of the CAAC. Please consider how you can contribute to make this council beneficial to you. It is evident that there are some that rarely participate in meetings and activities. If it is difficult to attend the general meeting, join a subcommittee, try to make a workshop or event! We should all be vested in our discipline, and the CAAC is the primary venue to support each other, especially during these challenging times.

More assistance with CR/TP writing, finding peer evaluators

I believe it is difficult for this group to have a strong voice when it is not elevated to the level of AGO. I am in a wait-and-see place regarding the Counselor Work Group and the future of our positions on campus.

CAAC should be more of a decision making body as opposed to a "fun" committee where we play games at the beginning of each meeting. While camaraderie is important not all counselors have the time to spend 20 minutes on an ice breaker type of game at each meeting. This creates a divide between those who do/not find value in attending these meetings. CAAC should again consider returning to a representative model.

Q9. As a member, please share areas where your council is excelling.



CAAC served a critical role in providing opportunities for dialog with the VC's and among counselors, supporting the discipline during a time of great uncertainty.

Providing opportunities to shape the agenda, bring up timely topics, including the VC's to provide updates, promoting collegiality and connection during this past year when we were not able to meet in face to face venues.

I think the CAAC leadership is doing an excellent job. Our current CAAC Chair jumped in when the previous chair left her position, and the Chair Elect also courageously stepped forward. They are regularly meeting with administrators as well as representing the CAAC at all campus meetings. I also think the CCC has done a great job of promoting activities for our well-being.



**Mahalo for
sharing your voice!**

**In the spirit of
Continuous Improvement,
this feedback will inform and
shape your group's goals for
the next academic year.**