



Kapi'olani Community College

CONTINUOUS IMPROVEMENT REPORT

Chancellor's Advisory Council (CAC) Internal Survey Results

AY 2020-2021

What successes does your data reflect?

- Meeting agenda and supporting documents helped members to prepare for the monthly meetings including consulting with faculty and staff from the department
- Very open and transparent
- Welcoming to all participants
- Topics are timely and relevant.

What goals emerge from the data? (In order of priority)

- Take responsibility for communicating information to our departments and units.
- Create a [document to track initiatives](#). The Chancellor can start meetings by restating decisions made at previous meetings.
- Create opportunities for CAC to "advise" the Chancellor in response to constituents' not feeling like they have the opportunity to contribute to decision making prior to the decisions being made.
- Reconsider the decision making process. Some people feel that the decision making process is good, others think it's too slow.
- Review the roles and responsibilities of CAC and review the [Charter](#).

The survey results are attached.

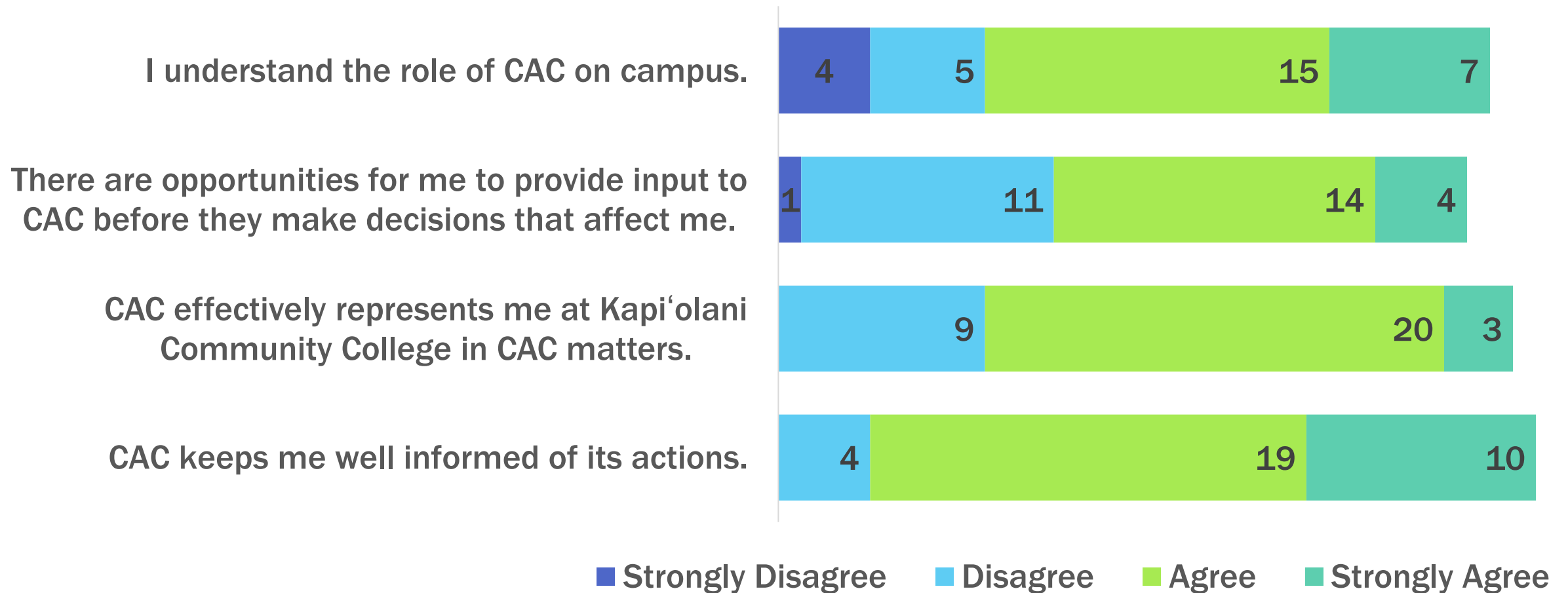
2021 External Survey Results

*Chancellor's
Advisory Council
28 Responses*



UNIVERSITY of HAWAII*
KAPĪ'OLANI
COMMUNITY COLLEGE

Q1. Please indicate how strongly you agree with each of the following items:



Q2. Please add any additional questions, comments, or concerns as it relates to CAC in the box below.

CAC appears to be out of touch with what is happening in the departments and programs.

My CAC representative does not always share CAC reports. There is a difference between the CAC as a finite group, and whether CAC matters are transmitted to constituents. True, while CAC is open to all, voting remains limited to the finite group. Therefore, if I want to truly understand and be active in College concerns, I would not be able to vote. And I cannot know how my representative voted on issues.

I am not sure about the second and third statements because I am unsure of the CAC purpose.

With faculty opted into News & Events, the creation of cac-open, and the Chancellor's Office sharing video and notes from our COVID-Wednesday weekly meetings, I feel much better informed.

Other than holding meetings, I don't understand what CAC does.

The CAC provides important updates to the campus. I appreciate the effort to keep everyone informed of developments.

I think that sometimes the CAC is a rubber stamp for decisions already made. It is hard to feel effectively represented in those situations. All in all, though, it's not a bad group and I feel that it does play an important role on campus.

Are faculty and staff who are not on the CAC allowed to provide input at meetings (I know we can attend)? If we are supposed to provide input through our DC/unit head, I don't believe it is working that way in mine, **but I didn't think it was like a normal council where our DC/unit head was intended to act like a rep. Is it?**

I do appreciate the open CAC listerv :-)

Q2. Additional questions, comments, or concerns continued...


The Chancellor's Advisory Council improved communication throughout the campus. Opening the email listserv up to anyone who wishes to subscribe has made important governance information available throughout the campus. The CAC represents the most transparent and engaged campus governance body of its kind since I've been at Kapi'olani.

The post-meeting communications via the open email listserv and KCC News Bulletin are prompt and informative. Thank you for taking these steps to keep the campus informed.

I believe the CAC is functioning well and does not require any major changes. In the spirit of continuous improvement, I recommend regularly revisiting the Bylaws to ensure that the rules of order are clear to facilitate purposeful engagement during meetings, as well as CAC-related activities conducted in preparation/debrief of meetings. The CAC membership is currently large, which requires a certain approach to meeting facilitation to ensure active participation. I believe it's run well by the Chancellor and her Executive Assistant.

Not all official delegates to the CAC are actively seeking input from their stakeholders for items requiring a vote. Is there a way to incorporate continuous feedback in this area?

Minutes are shared too late - by the time it is disseminated, many things have already been completed during the interim. If the minutes cannot be completed in a timely manner, perhaps the video of the meetings can be posted the following day?





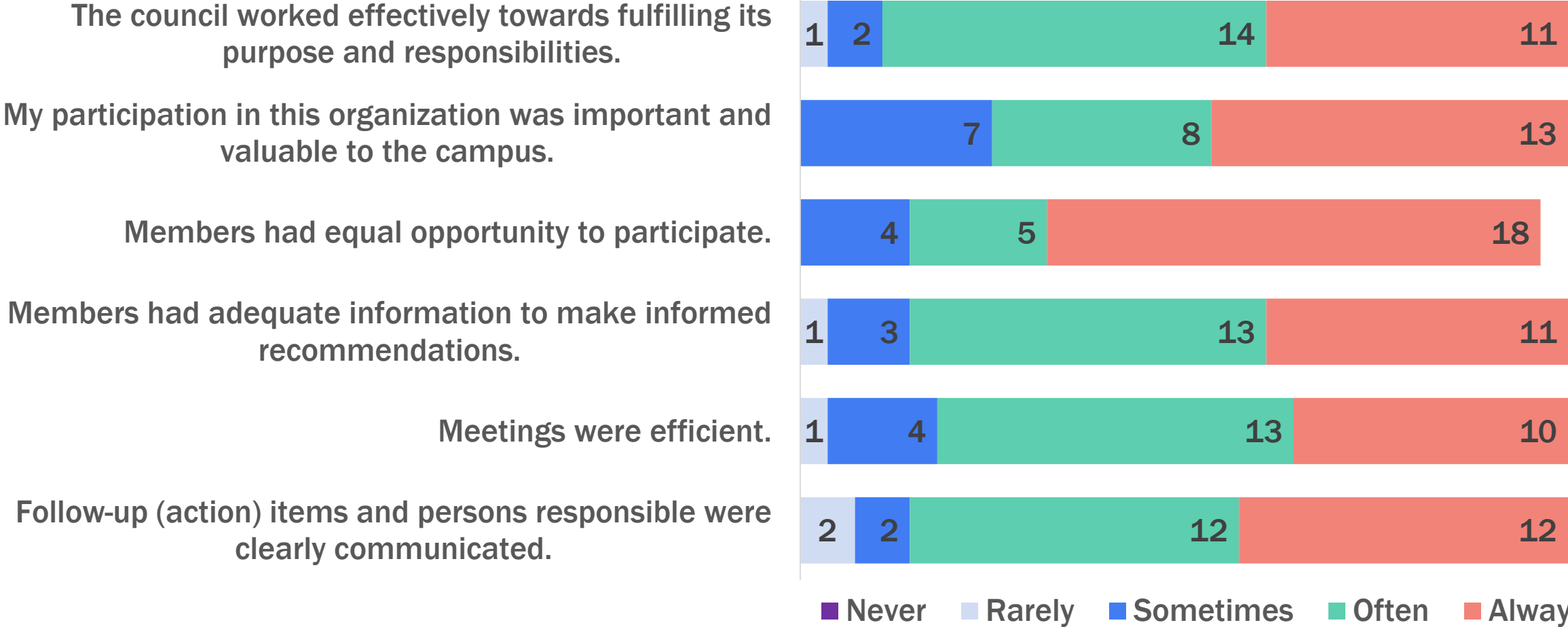
2021 Internal Survey Results

Chancellor's Advisory Council 28 Responses



UNIVERSITY of HAWAII*
KAPĪ'OLANI
COMMUNITY COLLEGE

Q1. Please indicate the frequency of each scenario within the current academic year (fall 2020-spring 2021):



Q2. As a member, please share areas where your council is excelling.



- We are bridging the conversation between students and administration and faculty. As Student Leaders we are providing direct services and improving our data harvesting strategy to look at more efficient way of communicating in a way we are casting a wider net to keep the student body informed during a pandemic.
- Meeting agenda and supporting documents help me to prepare for the monthly meetings including consulting with faculty and staff from the department I currently chair. The meetings are managed well and everyone is invited to participate. Minutes are well written ensuring we continue to build momentum on important college business.
- Transparency
- Information sharing & building collegiality in tough times
- Managing Communications
- Very open and transparent.
- sharing information
- Agendas are always sent out on time, minutes are clear, and starting the meetings with the Spotlight is a great way to illuminate the great things happening on campus.
- Welcoming to all participants.
- The meetings are open to all, so for those who want to attend certain parts, they can. There is more sharing with what other depts are doing through the highlights at the beginning of a mtg.

Strengths Continued...



- I like the inclusion of the Highlights where faculty share about the great things that they are doing in their programs and their SSPs.
- Broad representation from the campus
Leadership that is collegial and open
Meetings that are well structured and considerate of time
- Chancellor Pagotto effectively conducted the CAC meetings with warmth, tact, and a sense of humor. She was able to address most questions on the spot with her wealth of knowledge and history with the campus but also reached out to others when necessary.
- I like that whenever there is a vote coming up, we have enough time to consult with our units regarding the issue at hand. I also like the "spotlight" feature as it is good to know about interesting initiatives happening in other units, and appreciate that these are succinct. Materials such as agenda and supporting materials are always set in advance.
- Topics are timely and relevant - meeting agendas are well planned and communicated ahead of time - minutes are archived - the attendees time is honored with a timely conclusion to the meeting
- Important items are discussed and well communicated.

Q3. As a member, please share areas where your council can improve.



- More Advisors trained in specific areas of Communication, Business and Art and Native Hawaiian Studies that could even be Mentors. I would have benefited from being able to talk story one on one with folks in that area other than my Advisor alone.
- Meaningful interaction. Too much one-way communication
- too much wasted time
- We need to improve making informed recommendations
- Leadership
- Some discussions are too long.
- It's more of a reporting format than an advising format.
- Is the CAC on Ohana? It would be good to have links there to meeting minutes and also maybe a project manager showing timelines for action items?
- At the beginning of the AY, revisit the purpose and objectives of the CAC. I also think it helpful for everyone to be identified (maybe a picture, name and title) that is on the committee. This could be helpful for new staff and faculty, or folks who are new to the committee. Also, if there are specific people in charge of specific items, identify who those are. So, if you want to get something on the agenda, who does it go to, and by when? If you have corrections to the notes, who does that go to? If you have a proxy coming in for you, who do we tell? As an example.

Areas of Improvement Continued...



- Motions, correction and approval of minutes pre-meeting.
- It is hard to say, because the campus has so many facets to address, some areas pertain to some, and not as much to others. Not sure if subcommittees would be beneficial or not, but sometimes some topic areas only pertain to people in certain roles/responsibilities.
- Less AGO presentations. More time addressing and solving/resolving institutional issues.
- Suggestion that CAC members use video at meetings just as we did in F2F meetings (encourages engagement and is respectful of the purpose)
- Was the participatory online forum that invited us to suggest "big ideas" (regarding the budget) part of a CAC initiative (I'm forgetting the name of it)? It was a nice idea but ended up feeling kind of like a waste of time. Otherwise, no suggestions.
- Follow through on initiatives.



**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.**