

# Service Area Outcomes (SAOs)

Honolulu Community College

Date: 02-15-2022

<b>Academic Support</b>
Care
<b>CLO</b> 101 - Care <ul style="list-style-type: none"><li>• Demonstrate the use of self-management skills necessary to succeed in new and increasingly challenging academic environments.</li><li>• Recognize and address obstacles and use all appropriate resources to further learning as a worker, family member and community citizen.</li><li>• Take responsibility for their learning; set goals and prioritize; and self-assess progress to succeed in varied and challenging academic environments.</li></ul>
Career Services
<b>CLO</b> 102 - Career Services <ul style="list-style-type: none"><li>• Build and Maintain off-campus employer relationships, database, and outreach services.</li><li>• Build and maintain relationships with all programs at Honolulu Community College.</li><li>• Outreach, connect, and provide HonCC Students with off-campus employment information, opportunities, and resources.</li><li>• Provide assistance and support for on-campus student employment supervisors.</li><li>• Provide assistance and support to students seeking on-campus employment.</li><li>• Provide training and support for on-campus student employees.</li><li>• Students will be able to articulate next steps in their career research process.</li><li>• Students will be able to identify at least 1 career of interest or related major utilizing a career assessment tool.</li></ul>
Education Technology Center
<b>CLO</b> 103 - Education Technology Center <ul style="list-style-type: none"><li>• Faculty and staff (instructional and non-instructional) will identify and share their needs, resources, ideas, and best practices in teaching and learning.</li><li>• Faculty and staff (instructional and non-instructional) will identify supportive communities of practice where they consider the impact of high-quality learning design and best-practices in teaching and learning with the goal of implementing innovations for instruction and service.</li><li>• Faculty/Staff will be able to identify technological tools and/or online pedagogical strategies, repeat the steps to using the tools and/or strategies, and practice integrating the tools and/or strategies into their course(s) or service area(s).</li><li>• Instructional faculty will select low or no-cost textbook options for the courses they teach.</li><li>• Students will be able to identify online success strategies and recall how to find campus resources for online learning success.</li><li>• Teaching Innovation Learning and Technology department will identify new technologies that will help further campus strategic goals primarily in Student Success (Goal A) and Infrastructure, Sustainability, and Technology (Goal E).</li></ul>
Library
<b>CLO</b> 105 - Library <ul style="list-style-type: none"><li>• Guide users to appropriate library and campus resources and services.</li><li>• Provide accurate and timely service to library users.</li><li>• Students will be able to construct effective search strategies.</li><li>• Students will be able to evaluate relevant information for credibility and use.</li></ul>
Policy/Planning/Research

**CLO**

**104 - Policy, Planning, and Research**

- All agreed work requests will be completed by the scheduled deadline following UH Executive Policy E2.214.
- Determine sufficiency of information provided (clarity, usability, appropriateness), timeliness of response to requests; anticipate future college needs.
- Improve College program review and assessment by revising current, and creating new, data definitions, metrics, and rubrics.
- Provide input to the College Institutional Effectiveness Plan that reflects the current and evolving role of institutional research.
- Provide publications that comply with Accreditation Standard II.B.2.

**Student Access**

**CLO**

**106 - Student Access**

- Students will be able to exhibit self-advocacy skills and understand their rights and responsibilities within applicable laws pertaining to higher education and in the world of work. (Self-Advocacy)
- Students will be able to identify and follow specific procedures and timelines related to academic accommodations. (academic responsibility and independence)
- Students will be able to identify individual skills, college resources, and community resources to assist in meeting academic challenges. (Academic responsibility and independence)
- Students will be able to identify the connection between their disability(ies) and their academic accommodations. (Understanding of self and disability)
- Students will be able to identify their individual strengths and weaknesses with regard to their disability(ies) in the college environment. (Understanding of self and disability)

**Testing/Tutoring**

**CLO**

**107 - Testing and Tutoring**

- Students and faculty will receive quality in-person and online tutoring services that meet their academic support needs.
- Students and faculty will receive quality testing services to meet their academic support needs.

**Administrative Services**

**Business Office**

**CLO**

**201 - Business Office**

- Build and maintain good relationships with all customers and students.
- Maintain a system of continual improvement for all processes.
- Provide consistent, accurate, and timely professional support services to other campus units/departments/divisions as well as students and other customers of the College.
- Serve as good business partners with all vendors and contractors while ensuring that the interests of the College and University are met.

**Human Resources**

**CLO**

**202 - Human Resources**

- Offer faculty and staff a high level of customer service (e.g., courtesy, respect, confidentiality).
- Provide faculty and staff with helpful information and accurate answers.
- Update faculty and staff in a timely matter (e.g., about employee benefits, company policies, other key personnel matters).

**Operations/Maintenance**

**CLO**

**203 - Operations and Maintenance**

- Maintain a system of continual improvement for all processes.
- Provide consistent, accurate, and timely support services to other campus units, departments, divisions, and tenants of the College and remain accessible for assistance.

**Safety/Security**

**CLO**

**204 - Safety and Security**

- Build a safe environment in which faculty, staff, and students can learn and work (e.g., through campus patrols, investigation of incidents, victim assistance, information sharing on campus security, collaboration with the local police, officials, and community).
- Train faculty, staff, and students in various safety and security areas (e.g., active shooter, de-escalation techniques, personal safety and situational awareness, emergency preparedness drills).

**Hawaiian Center**

**Hawaiian Center**

**CLO**

**601 - Hawaiian Center**

- Hulili Ke Kukui will foster a Hawaiian place of learning through the integration of Hawaiian language, culture, values, and history into curriculum, campus services, and community engagement.
- Hulili Ke Kukui will serve as a Puuhonua (safe space) for all Native Hawaiian students to increase their recruitment, retention, graduation, university transfer, and employment.
- Hulili Ke Kukui will serve as the Piko (core) for the institutionalization of Native Hawaiian cultural values across faculty/staff development, leadership, and campus programs.

**Information/Technology**

**Educational Environmental Tech**

**CLO**

**301 - Educational Environmental Technology**

- Develop campus enhanced technology plans required by divisions, departments, programs and students.
- Providing reliable operation of campus enhanced technology in the classroom.

**Events**

**CLO**

**302 - Events**

- Respond to submitted requests with confirmation within 48 hours of submission.
- Setup and deliver media services as requested.

**Networking**

**CLO**

**303 - Networking**

- Provide assurance that the campus data network environment has been provided with sufficient controls and protection mechanisms in order that the educational and business functions of the college are not disrupted by attack or misuse.
- Reviewed, updated and approved network plan that is published at least two times a year.

**Operations**

**CLO**

**304 - Operations**

- Develop and implement Information solutions for services (Network Cabling Infrastructure) that are requested by administration, divisions, departments, and programs.
- Provide reliable operation of campus voice systems to include telephone operations and voicemail.

**Planning/Purchasing/Asset**

<p><b>CLO</b></p> <p>305 - Planning, Purchasing, and Asset</p> <ul style="list-style-type: none"> <li>• Support the development and maintenance of the student learning environment.</li> <li>• Track IT Inventory for asset planning purposes.</li> </ul>
<p>Service Desk</p>
<p><b>CLO</b></p> <p>306 - Service Desk</p> <ul style="list-style-type: none"> <li>• Management, maintenance, update and published service catalog.</li> <li>• Provide timely response to initial request.</li> </ul>
<p><b>Pacific Center for Advanced Technology Training</b></p>
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<p><b>CLO</b></p> <p>401 - Pacific Center for Advanced Technology Training</p> <ul style="list-style-type: none"> <li>• Overall satisfaction of courses taken.</li> <li>• Overall satisfaction of training facilities.</li> <li>• Overall satisfaction with instructor.</li> <li>• Overall satisfaction with registration process.</li> </ul>
<p><b>Student Services</b></p>
<p>Academic Counseling</p>
<p><b>CLO</b></p> <p>501 - Academic Counseling</p> <ul style="list-style-type: none"> <li>• Students will obtain access to accurate information about their educational goals.</li> <li>• Students will develop a plan to achieve good academic standing, including recognizing academic barriers and ways to overcome them.</li> <li>• Students who meet with an academic counselor will identify their next steps.</li> </ul>
<p>Admissions and Records</p>
<p><b>CLO</b></p> <p>502 - Admissions and Records</p> <ul style="list-style-type: none"> <li>• Identify and interpret applicable policies and procedures, including anticipating consequences of non-compliance and adhering to deadlines.</li> <li>• Identify and/or utilize appropriate resources, forms, referrals, and online tools as provided by the Admissions and Records Office to complete transactions that support their academic journey.</li> </ul>
<p>Financial Aid</p>
<p><b>CLO</b></p> <p>503 - Financial Aid</p> <ul style="list-style-type: none"> <li>• Identify information, tools, and resources to make responsible financial decisions and become a fiscally responsible adult.</li> <li>• Identify needs and concerns in order to ask appropriate questions in verbal and written form related to their financial aid status in order to resolve problems.</li> <li>• Utilize organizational skills in a timely manner to accurately complete forms and produce necessary documents in the home, work place, and greater community.</li> </ul>
<p>Health Office</p>
<p><b>CLO</b></p>

**504 - Health Office**

- As a result of participating in the Health Office's educational efforts, students, faculty, and staff will be able to: Articulate the appropriate steps to take before, during and after a medical emergency at Honolulu CC and synthesize and apply these concepts of prevention and preparedness to better plan and protect themselves and their families for future emergencies.
- As a result of participating in the Health Office's educational efforts, students, faculty, and staff will be able to: Identify appropriate healthy and safe actions/behaviors that contribute to supporting their educational experience and goals in life.
- As a result of participating in the Health Office's educational efforts, students, faculty, and staff will be able to: Participate (directly and in-directly) in activities that support and build stronger healthier communities.

**Outreach**

**CLO**

**505 - Outreach**

- Develop and promote recruitment activities to increase student enrollment.
- Implement a consistent message and branding while promoting and marketing Honolulu Community College's academic programs.
- Maintain effective and consistent communication with high school administrators and counselors.

**Student Life/Development**

**CLO**

**506 - Student Life and Development**

- Critical Thinking: Students will be able to gather relevant situational information. Students will be able to exhibit effective interpersonal communication in a variety of settings.
- Ethical Leadership: Student will be able to contribute to a positive organizational environment through active participation and cooperation with others. Students will be able to gather relevant situational information.
- Interpersonal Communication: Students will be able to exhibit effective interpersonal communication in a variety of settings.
- Mission, Vision, and Goals: Students will be able to articulate the mission and goals of their organization.
- Teams and Groups: Students will be able to reach the performing stage of group development.
- To effectively communicate Student Life & Development information.

**Wellness Center**

**CLO**

**507 - Wellness Center**

- Develop and implement a wellness plan to support individual needs and goals.
- Identify signs of college mental health conditions and its impact on academic performance and personal well-being.
- Locate mental health services and resources online and in-person.