



SAO-ILO Map

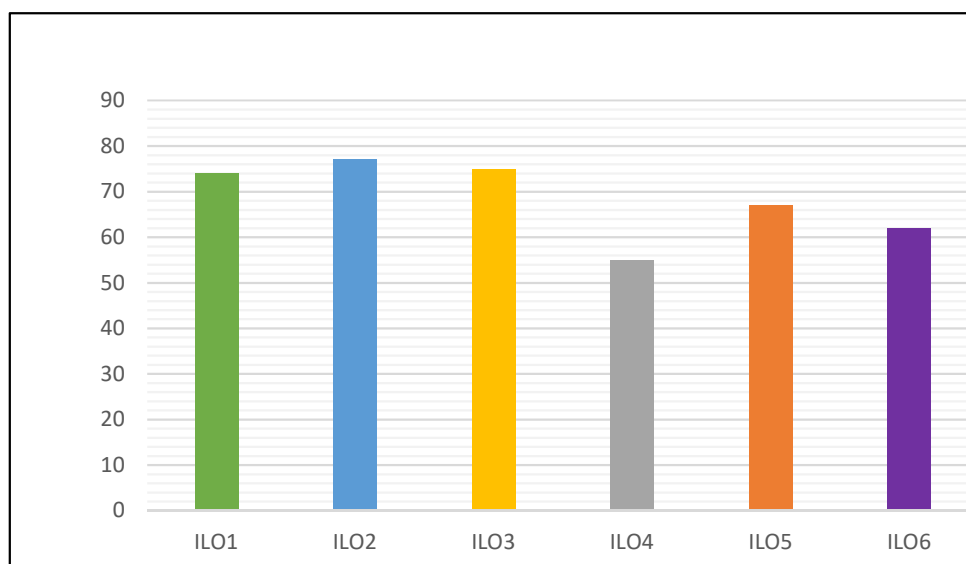
Institutional Learning Outcomes (ILOs):

1. Critical Thinking: Effectively analyze arguments, assumptions and problems, and draw conclusions.
2. Information Literacy: Form strategies to locate, evaluate, and apply information, and know the ethical and legal issues surrounding information and information technology.
3. Effective Communication: Actively express and exchange ideas through listening, speaking, reading, writing, and other modes of interpersonal expression.
4. Quantitative Reasoning: Effectively analyze numerical data, solve quantitative problems, and apply mathematical concepts.
5. Career Preparation: Demonstrate knowledge and skills to successfully move to a baccalaureate education or selected vocation.
6. Community Awareness and Social Responsibility: Demonstrate and apply an understanding of moral and ethical issues that pertain to the environment, social justice, and cultural diversity.

SAO-ILO Map: Summary (88 SAOs)

	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
Academic Support	21	21	19	11	17	14
Administrative Services	12	12	12	12	12	12
Communications	7	7	7	7	7	7
Information and Technology Services	10	10	10	8	8	10
Office of Continuing Education	0	4	4	0	4	0
Student Services	24	23	23	17	19	19
HonCC:	74	77	75	55	67	62

SAOs



ILOs

SAO-ILO map

I. Division: Academic Support

Care

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Demonstrate the use of self-management skills necessary to succeed in new and increasingly challenging academic environments.	1	1	1		1	
SAO 2	Take responsibility for their learning; set goals and prioritize; and self-assess progress to succeed in varied and challenging academic environments.	1		1		1	1
SAO 3	Recognize and address obstacles and use all appropriate resources to further learning as a worker, family member and community citizen.			1			1

Career Services

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Students will be able to identify at least 1 career of interest or related major utilizing a career assessment tool.	1		1		1	
SAO 2	Students will be able to articulate next steps in their career research process.	1		1		1	
SAO 3	Provide assistance and support to students seeking on-campus employment.		1	1		1	
SAO 4	Provide assistance and support for on-campus student employment supervisors.		1	1		1	
SAO 5	Provide training and support for on-campus student employees.		1	1		1	
SAO 6	Outreach, connect, and provide HonCC Students with off-campus employment information, opportunities, and resources.					1	1
SAO 7	Build and maintain relationships with all programs at Honolulu Community College.					1	
SAO 8	Build and Maintain off-campus employer relationships, database, and outreach services.					1	1

Education Technology Center

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Instructors will be able to design and deliver a distance-based course.	1	1	1	1		1
SAO 2	Students will be able to successfully complete a distance-based course.	1	1	1	1		1
SAO 3	HCC leadership will be able to interpret relevant data on distance-based courses and strategically plan based on that data.	1	1	1	1		

Policy, Planning, and Institutional Research

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide publications that comply with Accreditation Standard II.B.2.	1	1	1	1	1	1
SAO 2	Determine sufficiency of information provided (clarity, usability, appropriateness), timeliness of response to requests; anticipate future college needs.	1	1	1	1	1	1

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SAO 3	Improve College program review and assessment by revising current, and creating new, data definitions, metrics, and rubrics.	1	1	1	1	1	1
SAO 4	Provide input to the College Institutional Effectiveness Plan that reflects the current and evolving role of institutional research.	1	1	1	1	1	1
SAO 5	All agreed work requests will be completed by the scheduled deadline following UH Executive Policy E2.214.	1	1	1	1	1	1

Library

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide consistent, accurate, and timely professional support services to students, faculty, staff, and the community.	1	1	1	1	1	1
SLO 1	Students will be able to identify and access needed information effectively and efficiently.		1				
SLO 2	Students will be able to evaluate information and its sources critically.	1	1				

Student Access

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	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)	1	1				
SAO 2	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)	1	1	1		1	1
SAO 3	Students will be able to identify individual skills, college resources, and community resources to assist in meeting academic challenges. (Academic responsibility and independence)	1	1				1
SAO 4	Students will be able to identify the connection between their disability(ies) and their academic accommodations. (Understanding of self and disability)	1	1				
SAO 5	Students will be able to identify and follow specific procedures and timelines related to academic accommodations. (academic responsibility and independence)	1	1	1			

Testing and Tutoring

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Students and faculty will receive quality testing services to meet their academic support needs.	1			1		
SAO 2	Students and faculty will receive quality in-person and online tutoring services that meet their academic support needs.	1	1		1		

Academic Support total:	21	21	19	11	17	14
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SAO-ILO map

II. Division: Administrative Services

Business Office

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide consistent, accurate, and timely professional support services to other campus units/departments/divisions as well as students and other customers of the College.	1	1	1	1	1	1
SAO 2	Serve as good business partners with all vendors and contractors while ensuring that the interests of the College and University are met.	1	1	1	1	1	1
SAO 3	Build and maintain good relationships with all customers and students.	1	1	1	1	1	1
SAO 4	Maintain a system of continual improvement for all processes.	1	1	1	1	1	1

Human Resources

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	As a result of being on a hiring committee, faculty, staff, and/or students will be able to describe the hiring process and use basic principles of employment policies and laws to fairly recommend qualified candidates.	1	1	1	1	1	1
SAO 2	As a result of going through New Employee Orientation, faculty and staff will have an understanding of eligible benefits and be able to accurately identify and complete benefit enrollment.	1	1	1	1	1	1
SAO 3	As a result of using services provided by Human Resources, faculty and staff will have received a high level of customer service and have confidence that any questions were answered accurately.	1	1	1	1	1	1

Operations and Maintenance

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide consistent, accurate, and timely support services to other campus units, departments, divisions, and tenants of the College and remain accessible for assistance.	1	1	1	1	1	1
SAO 2	Maintain a system of continual improvement for all processes.	1	1	1	1	1	1

Safety and Security

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide the highest level of service in a courteous and professional manner.	1	1	1	1	1	1
SAO 2	Seek involvement in and feedback from the Honolulu CC Community.	1	1	1	1	1	1
SAO 3	Remain accessible for assistance.	1	1	1	1	1	1

Administrative Services total:	12	12	12	12	12	12	12
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III. Division: Communications, External Affairs, Design Center

SAO-ILO map

Communications and External Affairs

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Access to timely information about campus events, news, programs and services through a variety of delivery channels.	1	1	1	1	1	1
SAO 2	Convey the brand, mission, and philosophy of Honolulu CC's role as a community partner in preparing students to be contributing members in society and skilled laborers of our state's workforce.	1	1	1	1	1	1
SAO 3	Maintain intentional engagement with various stakeholder groups to improve the College's programs and services for students.	1	1	1	1	1	1

Design Center

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Engage customer/client participation in the development and timely receipt of a final product from the various services offered at the Design Center.	1	1	1	1	1	1
SAO 2	Establish and maintain active communication between customer and the Design Center to assure the expeditious delivery of products.	1	1	1	1	1	1
SAO 3	Adhere to and firmly apply the College's Graphics Standards on all products at the Design Center to convey Honolulu Community College's brand and mission.	1	1	1	1	1	1
SAO 4	Use the Honolulu CC website as a means to efficiently inform and disseminate information and news to the college community. Access quality printing services to insure timely support and delivery of classroom material.	1	1	1	1	1	1

Communications total:	7	7	7	7	7	7
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IV. Division: Information and Technology Services

Academic and Administrative Solutions

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide reliable operation of campus voice systems to include telephone operations and voicemail.	1	1	1			1
SAO 2	Develop and implement Information solutions for services (Network Cabling Infrastructure) that are requested by administration, divisions, departments, and programs.	1	1	1			1

Educational Environmental Technology

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Providing reliable operation of campus enhanced technology in the classroom.	1	1	1	1	1	1

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SAO 2	Develop campus enhanced technology plans required by divisions, departments, programs and students.	1	1	1	1	1	1
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Events

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Respond to submitted requests with confirmation within 48 hours of submission.						
SAO 2	Setup and deliver media services as requested.						

Networking

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Reviewed, updated and approved network plan that is published at least two times a year.	1	1	1	1	1	1
SAO 2	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.	1	1	1	1	1	1

Planning, Purchasing, and Asset Management

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Support the development and maintenance of the student learning environment.	1	1	1	1	1	1
SAO 2	Track IT Inventory for asset planning purposes.	1	1	1	1	1	1

Service Desk

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Provide timely response to initial request.	1	1	1	1	1	1
SAO 2	Management, maintenance, update and published service catalog.	1	1	1	1	1	1

ITS total:	10	10	10	8	8	10
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V. Division: Office of Continuing Education

Office of Continuing Education

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Overall satisfaction of courses taken.		1	1		1	
SAO 2	Overall satisfaction of training facilities.		1	1		1	
SAO 3	Overall satisfaction with registration process.		1	1		1	
SAO 4	Overall satisfaction with instructor.		1	1		1	

Continuing Education total:	0	4	4	0	4	0
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VI. Division: Student Services

Academic Counseling

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Create and follow an academic plan that reflects their program requirements and leads to registration into appropriate classes.	1	1	1			

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SAO 2	Identify and effectively use MyUH Portal to achieve academic goals by registering and accessing STAR for academic planning.	1	1	1			
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Admissions and Records

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Identify and interpret applicable policies and procedures, including anticipating consequences of non-compliance and adhering to deadlines.	1	1	1	1	1	1
SAO 2	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.	1	1	1	1	1	1

Financial Aid

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Identify needs and concerns in order to ask appropriate questions in verbal and written form related to their Financial Aid in order to resolve problems.	1	1	1			
SAO 2	Utilize financial aid budgetary tools and resources to create and maintain a budget appropriate to their financial status.	1	1	1	1		
SAO 3	Utilize organizational skills in a timely manner to accurately complete forms and produce necessary documents in the home, work place, and greater community.	1	1			1	1

Health Office

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	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.	1	1	1	1	1	1
SAO 2	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.	1	1	1	1	1	1
SAO 3	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.	1	1	1	1	1	1

Outreach

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Develop and promote recruitment activities to increase student enrollment.	1	1	1		1	1

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SAO 2	Maintain effective and consistent communication with high school administrators and counselors.	1	1	1	1	1	1
SAO 3	Implement a consistent message and branding while promoting and marketing Honolulu Community College's academic programs.	1	1	1	1	1	1

Student Life and Development

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	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.	1	1	1			
SAO 2	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.	1	1	1	1	1	1
SAO 3	Teams and Groups: Students will be able to reach the performing stage of group development.	1		1		1	1
SAO 4	Interpersonal Communication: Students will be able to exhibit effective interpersonal communication in a variety of settings.	1	1	1	1	1	1
SAO 5	Mission, Vision, and Goals: Students will be able to articulate the mission and goals of their organization.	1	1	1	1	1	1
SAO 6	To effectively communicate Student Life & Development information.	1	1	1	1	1	1

Wellness Center

SAO #	SAO Text	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
SAO 1	Identify and access mental health services and resources online and in person.	1	1	1	1	1	1
SAO 2	Students will identify proactive behaviors to increase knowledge of wellness related behaviors, positive symptom management and well-being as a result of participating in mental health related programing.	1	1	1	1	1	1
SAO 3	Students will develop a greater understanding of mental health conditions and be able to recognize situations that will impact emotional well-being and academic performance as a result of participating in counseling services.	1	1	1	1	1	1
SAO 4	Develop and implement a wellness plan to support individual needs and goals. Wellness plans include identifying behaviors to improve academic progress, physical and emotional well-being, social interactions and personal safety.	1	1	1	1	1	1
SAO 5	Identify signs and symptoms of college mental health conditions and its impact on academic performance, personal and emotional well-being.	1	1	1	1	1	1

Student Services total:	24	23	23	17	19	19
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