

1.Division	2.Service	3.Semester (Fall and Spring only)	4.Year	5.F:Face-to-face; O:Online; H:Hybrid	6.SAO assessed	7.ILO linkage	8.How was SAO assessed	9.# and % of students (or users) meeting SAO	10.What you tried new and worked well to meet SAO	11.What you need to change next time to meet SAO
Administrative Services	Business Office	FY	2015	H	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	1,2,3,4,5,6	Processed UH Purchase Orders	1241	Converted Purchasing Clerical position to APT to review requisitions and to process Purchase Orders	Provide training for APT staff on purchasing.
Administrative Services	Business Office	FY	2015	H	SAO 2: Serve as good business partners with all vendors and contractors while ensuring that the interests of the College and University are met.	1,2,3,4,5,6	Processed Purchasing Card Transactions, Disbursement Vouchers and Payment Requests	5443	Converted Payment Clerk clerical position to APT to process payments	Provide training for APT staff on purchasing.
Administrative Services	Business Office	FY	2015	H	SAO 3: Build and maintain good relationships with all customers and students	1,2,3,4,5,6	Confirmed Facilities Use Requests/Total Facilities Use Requests	972 / 1,146 = 85%		Train other Business Office staff to process facilities use requests
Administrative Services	Business Office	FY	2015	H	SAO 4: Maintain a system of continual improvement for all processes	1,2,3,4,5,6	Completion of writing Pcard allocation procedure manual	Completed	For the first time, a Pcard allocation procedure manual was created--very important for Pcard holders and business office	Provide training to account supervisors and purchasing staff and students
Administrative Services	Business Office	FY	2016	H	SAO 1	1,2,3,4,5,6	Processed UH Purchase Orders	1420	Cross train purchasing and payment staff to cover each other in their absence	Advertise Fiscal Administrator position
Administrative Services	Business Office	FY	2016	H	SAO 2	1,2,3,4,5,6	Processed Purchasing Card Transactions, Disbursement Vouchers and Payment Requests	5392	Cross train purchasing and payment staff to cover each other in their absence	
Administrative Services	Business Office	FY	2016	H	SAO 3	1,2,3,4,5,6	Confirmed Facilities Use Requests/Total Facilities Use Requests	1,127 / 1,334 = 84%	Trained other Business Office staff to process facilities use requests	Hire a casual for the position
Administrative Services	Business Office	FY	2016	H	SAO 4	1,2,3,4,5,6	Training on KFS navigation, procurement and Pcard use	6 training sessions	Provided training on KFS navigation, procurement rules and regulations and Pcard use	Update training handouts
Administrative Services	Business Office	FY	2017	H	SAO 1	1,2,3,4,5,6	Processed UH Purchase Orders	1613	Hired Fiscal Administrator.	Having a regularly scheduled monthly staff meeting and as needed meetings to discuss the policies, changes and procedures.
Administrative Services	Business Office	FY	2017	H	SAO 2	1,2,3,4,5,6	Processed Purchasing Card Transactions, Disbursement Vouchers and Payment Requests	5,650		
Administrative Services	Business Office	FY	2017	H	SAO 3	1,2,3,4,5,6	Confirmed Facilities Use Requests/Total Facilities Use Requests	1,066 / 1,437 = 74%	Hired a casual for the position	Redescribe the duties and responsibilities of the Facilities Administrative Officer and advertise the position for recruitment.
Administrative Services	Business Office	FY	2017	H	SAO 4	1,2,3,4,5,6	Training on KFS navigation, procurement rules and regulations, Pcard use	4 training sessions	Provided departmental and individual training on KFS navigation, procurement rules and regulations and Pcard use and distributed updated Pcard handouts with the updates highlighted	Separate trainings on KFS navigation, procurement and payments and Pcard use.

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2018/02/08

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Administrative Services	Human Resources	Fall	2014	H	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.	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	16/19 = 84%	New interim HR Manager in place to improve hiring procedure.	Provide training to Administrators in convening screening committees so they can ensure that their committee is able to hire best qualified applicant.
Administrative Services	Human Resources	Fall	2014	F	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.	1,2,3,4,5,6	New Employee Orientation, Post orientation verbal feedback	18/18 = 100%	Included copies of applicable policies and procedures and employee notices in new employee orientation packet.	Launch a survey and invite employee benefit providers to be part of orientation.
Administrative Services	Human Resources	Fall	2014	F	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.	1,2,3,4,5,6	New Employee Orientation, Post orientation verbal feedback	18/18 = 100%	Included copies of applicable policies and procedures and employee notices in new employee orientation packet.	Launch a survey
Administrative Services	Human Resources	Spring	2015	H	SAO 1	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	26/30 = 87%	Implemented newly created Screening Committee Notes sheet that the committee can fill in when deciding on their recruitment process. This allows for consistency and efficiency in the screening process.	Send reminders to Administrators to convene initial screening committee meetings while recruitment is open instead of waiting for closing date. This will allow the interview process to be completed quicker.
Administrative Services	Human Resources	Spring	2015	F	SAO 2	1,2,3,4,5,6	New Employee Orientation Survey, question: The Orientation helped me to better understand my benefits and overall structure of the college. Respondents who agreed/all respondents.	5/7 = 71%	Launched New Employee Orientation Survey. Representatives from benefit providers (ERS, EUTF, Island Savings) and from unions on-hand to make presentations and answer employee questions.	Adjust orientation package

Administrative Services	Human Resources	Spring	2015	F	SAO 3	1,2,3,4,5,6	New Employee Orientation Survey: question: This orientation is worthwhile and should be conducted on a regular basis. Respondents who agreed/all respondents.	6/7 = 86%	Launched New Employee Orientation Survey.	Provide more reminders to new employees to increase attendance.
Administrative Services	Human Resources	Fall	2015	H	SAO 1	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	17/23 = 74%	Allowed email notification from Administrators as planned	Provide more assistance to Administrators to complete SF-1 and Critical to Fill forms to initiate approval process to post recruitments sooner.
Administrative Services	Human Resources	Fall	2015	F	SAO 2	1,2,3,4,5,6	New Employee Orientation Survey, question: The Orientation helped me to better understand my benefits and overall structure of the college. Respondents who agreed/all respondents.	9/9 = 100%	Included document listing mandatory training links that was included in orientation folders for attendees.	Hold orientation in smaller room to increase interaction.
Administrative Services	Human Resources	Fall	2015	F	SAO 3	1,2,3,4,5,6	New Employee Orientation Survey: question: This orientation is worthwhile and should be conducted on a regular basis. Respondents who agreed/all respondents.	9/9 = 100%	Included reminder of new employee orientation in hire offer letter and sent multiple reminder emails to attendees.	Launch Administrative Services Survey to include question: As a new employee, I found the New Employee Orientation to be helpful and informative in my new position at the College.
Administrative Services	Human Resources	Spring	2016	H	SAO 1	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	28/35 = 80%	Initiated recruitment process for recently vacated positions by partially filling SF-1 and Critical to Fill forms and forwarding electronically to respective administrator for completion.	Review and update PDs for positions that are difficult to recruit for to generate a larger pool when readvertised.
Administrative Services	Human Resources	Spring	2016	F	SAO 2	1,2,3,4,5,6	New Employee Orientation Survey, question: The Orientation helped me to better understand my benefits and overall structure of the college. Respondents who agreed/all respondents.	10/12 = 83%	Orientation held in 2-214 instead of 2-201. The smaller room allowed participants to be more attentive and ask more questions.	Start planning orientation earlier to allow time to invite benefit providers. change length.
Administrative Services	Human Resources	Spring	2016	F	SAO 3	1,2,3,4,5,6	New Employee Orientation Survey: question: This orientation is worthwhile and should be conducted on a regular basis. Respondents who agreed/all respondents.	10/12 = 83%	Survey was distributed in Spring 2016 which reflected that 70% of survey responders who had an opinion felt that the orientation was helpful and informative.	Adjust length of orientation session to provide adequate time to cover all pertinent new employee information in detail.
Administrative Services	Human Resources	Fall	2016	H	SAO 1	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	23/28 = 82%	Emailed PDs with SF-1 and Critical to Fill forms to Administrators to allow quicker review of current PDs prior to posting vacant position.	Continue to review and update PDs for positions that are difficult to recruit for to generate a larger pool when readvertised.

Administrative Services	Human Resources	Fall	2016	F	SAO 2	1,2,3,4,5,6	New Employee Orientation Survey, question: The Orientation helped me to better understand my benefits and overall structure of the college. Respondents who agreed/all respondents.	12/13 = 92%	Reserved room for Fall 2016 new employee orientation in April 2016 to allow additional time to plan and notify affected employees.	Spend more time on employee benefits which employees preferred. Policies should still be covered but not as in depth to hold attendees attention.
Administrative Services	Human Resources	Fall	2016	F	SAO 3	1,2,3,4,5,6	New Employee Orientation Survey: question: This orientation is worthwhile and should be conducted on a regular basis. Respondents who agreed/all respondents.	11/13 = 85%	Increased length of orientation session by one hour to allow ample time to give a more thorough explanation of employee benefits and personnel related procedures.	Include a tutorial on how to enter leave requests and how to view pay statements.
Administrative Services	Human Resources	Spring	2017	H	SAO 1	1,2,3,4,5,6	File Count: Positions filled/Number of ads posted	20/35 = 57%	Created a step-by-step document on the recruitment process which was distributed during training of new Administrators which includes a reminder to review and update PDs as needed prior to posting of positions.	Fill vacant HR Specialist position to support HR Manager in providing improved training to screening committee members.
Administrative Services	Human Resources	Spring	2017	F	SAO 2	1,2,3,4,5,6	New Employee Orientation Survey, question: The Orientation helped me to better understand my benefits and overall structure of the college. Respondents who agreed/all respondents.	13/13 = 100%	Improved copy of Powerpoint handout to make it more legible for attendees. More time allotted for employee benefits.	Fill vacant HR Specialist position to support HR Manager in providing improved New Employee Orientation session.
Administrative Services	Human Resources	Spring	2017	F	SAO 3	1,2,3,4,5,6	New Employee Orientation Survey: question: This orientation is worthwhile and should be conducted on a regular basis. Respondents who agreed/all respondents.	12/13 = 92%	Included a tutorial on where to view leave history and how to enter leave requests and how to view pay statements.	Include information on navigating the new Office of Human Resources Intranet and the new HonCC Intranet.

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Administrative Services	Operations and Maintenance	Fall	2014	O	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.	1,2,3,4,5,6	facilities AiM Work Order Management System: Work orders completed/created	188/190=99%	Create position description for Facilities Manager Position	Create position for Facilities Manager
Administrative Services	Operations and Maintenance	Spring	2015	O	SAO 1	1,2,3,4,5,6	eFacilities AiM Work Order Management System: Work orders completed/created	134/134=100%	Created position for Facilities Manager	Hire Facilities Manager Position. Launch Administrative Services Survey in the Spring 2016 for SAO 2.
Administrative Services	Operations and Maintenance	Fall	2015	O	SAO 1	1,2,3,4,5,6	eFacilities AiM Work Order Management System: Work orders completed/created	252/265=95%	Hired Facilities Manager	Implement eFacilities AiM Work Order Management System campus wide, provide training and reassign approval to Facilities Manager.
Administrative Services	Operations and Maintenance	Spring	2016	O	SAO 1	1,2,3,4,5,6	eFacilities AiM Work Order Management System: Work orders completed/created	403/419=96%	Implemented eFacilities AiM Work Order Management System campus wide, provided training and and reassigned approval to Facilities Manager	Create Facilities Management Webpage to include construction notifications and work order submission.
Administrative Services	Operations and Maintenance	FY	2015-2016	O	SAO 2: Maintain a system of continual improvement for all processes.	1,2,3,4,5,6	Administrative Services Survey 2016, question "Please indicate the overall quality of service you have received from your contact with Facilities Management." Positive responses/all responses	55/68 =80%	Launched Administrative Services Survey 2016	Review Administrative Services Survey 2016 results and plan next steps to provide a higher quality of services to the campus.
Administrative Services	Operations and Maintenance	Fall	2016	O	SAO 1	1,2,3,4,5,6	eFacilities AiM Work Order Management System: Work orders completed/created	528/563=94%	Created Facilities Management Webpage to include construction notifications and work order submission to increase communication from Facilities Management to campus and provide on-line ease of access to the work order management system.	Create Department organizational charts, work task and standards to include intervals of task completion. Launch HonCC Student Survey: Physical Resources/Campus Facilities 2017.
Administrative Services	Operations and Maintenance	Spring	2017	O	SAO 1	1,2,3,4,5,6	eFacilities AiM Work Order Management System: Work orders completed/created	425/439=97%	Created Department organizational charts, work task and standards to include intervals of task completion.	Submit Department organizational charts, work task and standards to include intervals of task completion to webmaster and have posted on Facilities Management Webpage.
Administrative Services	Operations and Maintenance	FY	2016-2017	O	SAO 2	1,2,3,4,5,6	HonCC Student Survey: Physical Resources/Campus Facilities 2017. Question: "Please rate the cleanliness of the classrooms/labs/shops in terms of its ability to support your educational learning environment." Positive responses/all responses.	73/81 =90%	Launched HonCC Student Survey: Physical Resources/Campus Facilities 2017.	Review HonCC Student Survey and plan next steps to provide a higher quality of services to the campus.

SLO report: 2014-2018

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Administrative Services	Safety and Security	CY	2016	H	SAO 1: Provide the highest level of service in a courteous and professional manner	1,2,3,4,5,6	Administrative Services Survey 2016, question 28:"The Officer displayed a professional demeanor and respectful attitude," agreed/total	9/15=60%		See to send Security Officers to professional development training that is geared toward enhancing professionalism.
Administrative Services	Safety and Security	CY	2014	H	SAO 2: Seek involvement in and feedback from the Honolulu CC Community	1,2,3,4,5,6	Number of government reportable crimes on campus	3		
Administrative Services	Safety and Security	CY	2015	H	SAO 2	1,2,3,4,5,6	Number of government reportable crimes on campus	6		Hire new Safe & Security Manager
Administrative Services	Safety and Security	CY	2016	H	SAO 2	1,2,3,4,5,6	Number of government reportable crimes on campus	5	*Hired new Safe & Security Manager in July 2016. *Revised Standard Operating Procedures for new staff and Campus Emergency Response and Evacuation Plan.	Start emailing campus community security updates at least twice a semester

Administrative Services	Safety and Security	CY	2017	H	SAO 2	1,2,3,4,5,6	Number of government reportable crimes on campus	TBD by 10/2018 per government deadline	Started emailing campus community security updates at least twice a semester as well as special events in September (National Campus Safety Awareness month)	Offer more safety trainings for security officers and staff/faculty members *Launch events for october (domestic violence awareness month)
Administrative Services	Safety and Security	CY	2016		SAO 3: Remain accessible for assistance	1,2,3,4,5,6	Number of safety presentations on campus (e.g., with HPD, for CSAs, on emergency exercises)	4	New Safe & Security Manager started his position in July 2016 and launched presentations in Fall.	*Continue to offer safety and security presentations to faculty/staff and start with students.
Administrative Services	Safety and Security	CY	2017		SAO 3	1,2,3,4,5,6	Number of safety presentations on campus (e.g., with HPD, for CSAs, on emergency exercises)	8	*Continued to offer safety and security presentations to faculty/staff and started with students.	Start training with security staff on communication, first impression, crisis management.