



Issue 2016 -09

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Abstract

Last administered in 2012, the 2016 Closing the Loop Study aimed to elicit a portrait of the overall atmosphere of the Kapi'olani Community College (KapCC) campus for upcoming accreditation purposes. The survey consisted of 47 questions and received 374 responses out of a possible 607 members of faculty and staff (HR 2016), for a response rate of 61.61%. Results suggest that faculty and staff's perceptions of campus performance have remained generally consistent since 2012. Communication between governance organizations and their constituents has increased, as well as approval of the Office for Administrative Services (OAS) and the safety and sufficiency of the institution's facilities. However, in the areas of faculty and staff support/sufficiency, council performance, institutional effectiveness planning, and management of academic affairs, Office for International Affairs (OIA) Center for Excellence in Learning Teaching and Technology (CELTT), and campus parking, approval has slightly declined.

Methods

Participants & Data Collection

The "2016 Closing the Loop Study" was created and administered via Survey Monkey. The survey was an edited version of the 2012 Accreditation Self Study Faculty and Staff Survey. Questions that were no longer relevant to the campus were removed (e.g. questions regarding departments that were either renamed or dissolved). The survey was conducted over a period of 4 weeks, and reminders were sent twice a week via the chancellor's office.

Analysis

The survey consisted of 3 types of questions: 1) Yes/No; 2) Select all that apply; and 3) Likert Scale. Responses to both the 2012 and 2016 surveys were compared item by item in order to detect changes in campus climate over the past 4 years. Please see the Appendix for the complete list of tables containing and comparing item results.

"Yes/No" and "Select all that apply" questions were analyzed by calculating the number and percentage of responses to each answer, as well as the total number of responses. This allowed for easy comparison of changes from 2012 to 2016.

Likert scale questions required a more complex analysis. To facilitate comparison, questions using a Likert scale were assigned weighted values. For example, items containing the options “strongly agree,” “somewhat agree,” “neutral,” “somewhat disagree,” and “strongly disagree” were assigned the following values: 2, 1, 0, -1, -2, respectively. The option “don’t know/NA” was assigned a value of 0, as those responses are equivalent to having no opinion on the topic.

These “assigned values” were then used to calculate the following: calculated assigned value, maximum assigned value possible, and % assigned value. Of these numbers, % assigned value is particularly useful; the higher the % assigned value, the more respondents “strongly agreed” with the given statement. Likewise, the lower the % assigned value, the more respondents “strongly disagreed” with the given statement. For more information on how these values were calculated, please see Appendix B.

Summary of Results

Areas seeing Improvement

Overall, results suggest that the campus has improved in the quality, currency, and variety, etc. of its library collections (Questions 20-22).

Communication between governance organizations and their constituents (see Question 35) has also improved in the last four years. Faculty Senate saw the greatest improvement in communication from 18.66% in 2012 to 38.89% in 2016 ($\Delta +20.23\%$), and also generally improved in its representation of faculty in various academic matters (Question 36).

Finally, performance of the Staff Council has also improved since 2012 (Question 38).

Areas needing substantial attention

One area needing substantial attention is that of personnel satisfaction. For instance, Question 23 includes 15 sub-questions related to the qualifications of new hires, personnel policies, and sufficiency of support for faculty/staff. While the % Assigned Values for most of these questions were already low in 2012, several values declined significantly farther in 2016, indicating growing dissatisfaction among faculty and staff. This issue is reflected in the responses to Question 23-3, which asked participants to note their opinions regarding the following statement: The institution applies its personnel policies consistently and fairly. In 2012, this item received a % Assigned Value of 11.37%, indicating low-moderate agreement/satisfaction. In 2016, this figure dropped to 0.19% ($\Delta -11.18\%$).

The results also suggest dissatisfaction with the adequacy of campus facilities and equipment (see Question 24). For example, Question 24-1 asked participants to rate the following statement: “There are adequate facilities available to sustain our program/department/unit and student needs.” In 2012,

the % Assigned Value of the responses was -14.26%. This number fell to -22.64% in 2016, indicating a significant decline in approval (Δ -8.38%). Likewise, Question 24-2 asked participants to rate the adequacy of classroom equipment. This value also decreased from 1.95% in 2012 to -11.98% in 2016 (Δ -13.93%).

Areas with little change

Results suggest that the majority of the areas covered by this survey saw little change from 2012.

For example, faculty reflection on their teaching practices has remained relatively the same since 2012, with the vast majority (greater than 85%) of respondents reporting that they reflect on the key aspects of courses (Question 11).

Usefulness of support services for teaching (Question 18), access to technical equipment (Question 31), faculty understanding of departmental budget (Question 32), and participation in organizations, councils, committees, etc. (Question 33), have all remained generally consistent since 2012.

The percentage of faculty teaching distance education classes has also remained steady, decreasing by only 0.27% since 2012.

Areas reflecting lack of knowledge

A number of questions received large proportions of “don’t know/NA” responses, suggesting issues with a lack of knowledge about departments and/or resources. For instance, Questions 43-47 ask participants to rate the functioning of various Kapi’olani CC offices, including the Office for Institutional Effectiveness, the Office of Academic Affairs, and the Office for Administrative Services. For both the 2012 and 2016 surveys, the percent of “Don’t know or N/A” responses ranged from approximately 40 to 60%. The percent of don’t know responses for each office changed little from 2012 to 2016, indicating no improvement in familiarity with the activities of these offices among the broader campus community between 2012 and 2016. These results suggest a general lack of knowledge about the purpose and processes of these departments. Further, because of the large proportion of “don’t know/NA” responses, the % assigned value questions may not be a fair assessment for these items.

Question 37, which asked about the responsibilities of Kalāualani, also saw significant numbers of “don’t know/NA” responses, receiving between 65 and 71% of “don’t know/NA” responses for each of its sub questions. While the percentage of “don’t know/NA” responses is slightly lower than in 2012, these results suggest a significant lack of knowledge amongst faculty and staff.

Question 39, which asked participants to weigh in on how effective various campus councils are at achieving their goals, also received high proportions of “don’t know/NA” responses; between 67 and 76% of respondents chose the “don’t know/NA” option in 2016.

Conclusion

Overall there have been not many significant changes in the faculty and staff responses to the 2016 Self-study survey. When looking at individual department questions, it should be noted that they received negative or very low assigned value scores that do not reflect the actual climate of these departments. The majority of the responses from Question 43 onward were in the “don’t know/NA” category.

Items of note are questions 9, 23, 24, 26, and 34, which have significantly more negative responses in 2016 than were reported in 2012. Questions 22, 35, 36, and 38 have shown positive improvements in responses from 2012.

Appendix: A Results

Question 1: Department/Unit		
	2012	2016
Business, Legal Education and Technology	27	16
	7.67%	4.38%
Culinary Arts	17	17
	4.83%	4.66%
Emergency Medical Services	6	7
	1.70%	1.92%
Health Sciences	23	20
	6.53%	5.48%
Kahikoluamea	22	2
	6.25%	0.55%
Hospitality and Tourism Education	9	8
	2.56%	2.19%
Arts and Humanities	46	43
	13.07%	11.78%
Center for Excellence in Learning, Teaching and Technology	2	12
	0.57%	3.29%
Language, Linguistics and Literature	55	41
	15.63%	11.23%
Library & Learning Resources	17	11
	4.83%	3.01%
Math & Sciences	34	42
	9.66%	11.51%
Nursing	10	12
	2.84%	3.29%
Social Sciences	13	12
	3.69%	3.29%
Student Services	22	43
	6.25%	11.78%
Community and Continuing Education	13	15
	3.69%	4.11%
Other Administrative or Support Office	36	64
	10.23%	17.53%
Total	352	365

Question 2: Are you a full-time or part-time employee at the college?		
	2012	2016
Full time	281 78.49%	304 82.38%
Part Time	77 21.51%	65 17.62%
Total	358	369

Question 3: You are a(n):		
	2012	2016
Faculty--Instructional	162 44.88%	139 38.61%
Faculty--Non-Instructional	53 14.68%	53 14.72%
Lecturer	67 18.56%	66 18.33%
Administrative, Professional, and Technical Staff (APT)	47 13.02%	63 17.50%
Civil Service Staff	23 6.37%	31 8.61%
Administrator	9 2.49%	8 2.22%
Total	361	360

Question 4: Does your work involve students directly in instructional settings?		
	2012	2016
Yes	247 68.99%	240 64.86%
No	111 31.01%	130 35.14%
Total	358	370

Question 5: Do you currently serve as a department chair?		
	2012	2016
Yes	16 7.31%	8 3.83%
No	203 92.69%	201 96.17%
Total	219	209

Question 6: Please rate the following items: (IIA)		
1) I have actively used the student learning assessment results to address the weak areas of student learning.		
	2012	2016
Strongly Agree (+2)	68 30.36%	62 30.10%
Somewhat Agree (+1)	81 36.16%	82 39.81%
Neutral (0)	26 11.61%	25 12.14%
Somewhat Disagree (-1)	9 4.02%	4 1.94%
Strongly Disagree (-2)	8 3.57%	15 7.28%
Don't Know/NA (0)	32 14.29%	18 8.74%
Total	224	206
Assigned Value	192	172
Total Assigned Value	448	412
% Assigned Value	42.86%	41.75%

2) Student learning assessment results are a great guide for me to make improvements to my teaching.		
	2012	2016
Strongly Agree (+2)	69 31.36%	49 24.26%
Somewhat Agree (+1)	77 35.00%	66 32.67%
Neutral (0)	28 12.73%	37 18.32%
Somewhat Disagree (-1)	8 3.64%	15 7.43%
Strongly Disagree (-2)	6 2.73%	13 6.44%
Don't Know/NA (0)	32 14.55%	22 10.89%
Total	220	202
Assigned Value	195	123
Total Assigned Value	440	404
% Assigned Value	44.32%	30.45%

3) I actively engage in student learning outcome assessment.		
	2012	2016
Strongly Agree (+2)	91 41.55%	86 43.65%
Somewhat Agree (+1)	73 33.33%	60 30.46%
Neutral (0)	17 7.76%	8 4.06%
Somewhat Disagree (-1)	12 5.48%	8 4.06%
Strongly Disagree (-2)	5 2.28%	13 6.60%
Don't Know/NA (0)	21 9.59%	22 11.17%
Total	219	197
Assigned Value	233	198
Total Assigned Value	438	394
% Assigned Value	53.20%	50.25%

4) My student learning competencies/outcomes at the course level are clearly aligned with the program level student learning outcomes.		
	2012	2016
Strongly Agree (+2)	103 46.61%	92 45.32%
Somewhat Agree (+1)	68 30.77%	72 35.47%
Neutral (0)	21 9.50%	14 6.90%
Somewhat Disagree (-1)	2 0.90%	5 2.46%
Strongly Disagree (-2)	1 0.45%	3 1.48%
Don't Know/NA (0)	26 11.76%	17 8.37%
Total	221	203
Assigned Value	270	245
Total Assigned Value	442	406
% Assigned Value	61.09%	60.34%

5) I participated in the development of program level student learning outcomes.		
	2012	2016
Strongly Agree (+2)	81 43.78%	72 36.18%
Somewhat Agree (+1)	38 33.33%	44 33.33%
Neutral (0)	12 6.49%	25 12.56%
Somewhat Disagree (-1)	20 10.81%	29 14.57%
Strongly Disagree (-2)	1 0.54%	3 1.51%
Don't Know/NA (0)	33 17.84%	26 13.07%
Total	185	199
Assigned Value	178	153
Total Assigned Value	370	398
% Assigned Value	48.11%	38.44%

6) I am willing to work with my colleagues on student learning outcome assessment.		
	2012	2016
Strongly Agree (+2)	134 54.92%	107 52.71%
Somewhat Agree (+1)	59 24.18%	64 31.53%
Neutral (0)	7 2.87%	17 8.37%
Somewhat Disagree (-1)	3 1.23%	1 0.49%
Strongly Disagree (-2)	8 3.28%	6 2.96%
Don't Know/NA (0)	33 13.52%	8 3.94%
Total	244	203
Assigned Value	308	265
Total Assigned Value	488	406
% Assigned Value	63.11%	65.27%

7) I will be more willing to do student learning outcome assessment if examples are available for me to adopt.		
	2012	2016
Strongly Agree (+2)	99 45.41%	81 39.90%
Somewhat Agree (+1)	63 28.90%	52 25.62%
Neutral (0)	28 12.84%	32 15.76%
Somewhat Disagree (-1)	5 2.29%	11 5.42%
Strongly Disagree (-2)	8 3.67%	8 3.94%
Don't Know/NA (0)	15 6.88%	19 9.36%
Total	218	203
Assigned Value	240	187
Total Assigned Value	436	406
% Assigned Value	55.05%	46.06%

8) I know where to find assistance on developing student learning outcome assessment.		
	2012	2016
Strongly Agree (+2)	84 38.18%	77 37.75%
Somewhat Agree (+1)	68 30.91%	53 25.98%
Neutral (0)	29 13.18%	20 9.80%
Somewhat Disagree (-1)	10 4.55%	24 11.76%
Strongly Disagree (-2)	15 6.82%	16 7.84%
Don't Know/NA (0)	14 6.36%	14 6.86%
Total	220	204
Assigned Value	196	151
Total Assigned Value	440	408
% Assigned Value	44.55%	37.01%

9) I do not see the value in student learning outcome assessment.		
	2012	2016
Strongly Agree (+2)	13 5.94%	15 7.35%
Somewhat Agree (+1)	12 5.48%	18 8.82%
Neutral (0)	25 11.42%	41 20.10%
Somewhat Disagree (-1)	46 21.00%	27 13.24%
Strongly Disagree (-2)	112 51.14%	95 46.57%
Don't Know/NA (0)	11 5.02%	8 3.92%
Total	219	204
Assigned Value	-232	-169
Total Assigned Value	438	408
% Assigned Value	-52.97%	-41.42%

Question 7: What teaching methods do you use in your class? Check all that apply. (II.A.)		
	2012	2016
Lecture	173 80.47%	164 82.83%
Lecture and Lab	100 46.51%	92 46.46%
Collaborative Projects	120 55.81%	106 53.54%
Group Work	166 77.21%	145 73.23%
Small group discussion	158 73.49%	145 73.23%
Individual Student presentations	125 58.14%	114 57.58%
Group presentations	109 50.70%	104 52.53%
Performance activities	70 32.56%	58 29.29%
Observation	82 38.14%	71 35.86%
Practical Application	111 51.63%	88 44.44%
Demonstration	120 55.81%	97 48.99%
Multimedia presentation	123 57.21%	102 51.52%
Team teaching	41 19.07%	42 21.21%
Workshop/seminar	43 20.00%	48 24.24%
Service learning	51 23.72%	49 24.75%
Socratic method	70 32.56%	70 35.35%
Problem-based learning	95 44.19%	92 46.46%
In-class projects	107 49.77%	100 50.51%
Out-of-class projects	107 49.77%	94 47.47%
Role-play	62 28.84%	58 29.29%

Supplemental on-line materials and activities	108 50.23%	103 52.02%
Games	71 33.02%	57 28.79%
Computer assisted simulations	37 17.21%	41 20.71%
Clinicals	25 11.63%	24 12.12%
Practicum	24 11.16%	21 10.61%
Other (please specify)	13 6.05%	22 11.11%
Total	215	198

Question 8: What assessment methods do you use in your class? Check all that apply. (II.A.)		
	2012	2016
Tests	152 70.70%	134 68.02%
Multiple Choice tests	132 61.40%	115 58.38%
Fill-in-the-blank tests	82 38.14%	73 37.06%
True/False tests	76 35.35%	68 34.52%
Matching tests	67 31.16%	49 24.87%
Essay tests	99 46.05%	87 44.16%
Quizzes	153 71.16%	130 65.99%
Written paper/report	158 73.49%	135 68.53%
Oral presentations	130 60.47%	114 57.87%
Oral interview	37 17.21%	21 10.66%
Multimedia	47 21.86%	37 18.78%
Written portfolio	51 23.72%	27 13.71%
E-portfolio	22 10.23%	33 16.75%

Demonstrations	57 26.51%	53 26.90%
Performance	54 25.12%	44 22.34%
Musical performance	6 2.79%	2 1.02%
Dance performance	5 2.33%	4 2.03%
Oral performance	36 16.74%	24 12.18%
Speeches	20 9.30%	11 5.58%
Other	24 11.16%	30 15.23%
Total	215	197

Question 9: How is the process of inputting course proposal(s) through Kualiti Student Curriculum Management? (II.A.)		
	2012	2016
I did not submit course proposals through Kualiti. Does not apply (0)	127 56.95%	143 72.22%
Very easy (+2)	5 2.24%	6 3.03%
Somewhat easy (+1)	30 13.45%	25 12.63%
Somewhat difficult (-1)	42 18.83%	17 8.59%
Very difficult (-2)	19 8.52%	7 3.54%
Total	223	198
Assigned Value	-40	6
Total Assigned Value	446	396
% Assigned Value	-8.97%	1.52%

Question 10: Are you aware that the courses that you teach need to go through a curriculum review process every five years? (II.A.)2		
	2012	2016
Yes	185 84.47%	170 86.29%
No	34 15.53%	27 13.71%
Total	219	197

Question 11: For the courses that you have taught, have you reflected on the following: (II.A.)		
1. The basic skills (reading, writing, and analytical) are needed for success in your course(s)?		
	2012	2016
Yes	210 97.67%	183 96.32%
No	5 2.33%	7 3.68%
Total	215	190

2. Amount and level of reading, writing or other independent work required in your course(s)?		
	2012	2016
Yes	203 94.86%	180 94.74%
No	11 5.14%	10 5.26%
Total	214	190

3. Amount and level of quantitative and logical reasoning required in your course(s)?		
	2012	2016
Yes	181 85.38%	159 84.57%
No	31 14.62%	29 15.43%
Total	212	188

4. Background knowledge in related subject matter expected of students entering the course.		
	2012	2016
Yes	182 86.67%	162 85.26%
No	28 13.33%	28 14.74%
Total	210	190

5. Expectations for student participation (in activities/reading/projects) outside of class to support their learning.		
	2012	2016
Yes	202 94.39%	172 91.01%
No	12 5.61%	17 8.99%
Total	214	189

6. How your course reflects the course level (e.g., 100 level, 200 level, or lower than 100 level)		
	2012	2016
Yes	200 95.69%	175 92.59%
No	9 4.31%	14 7.41%
Total	209	189

Question 12: Is there a need for tutoring services to fall under a centralized organization (with standardized hiring and quality control policies), regardless of the delivery location? (II.C.)		
	2012	2016
Yes	116 52.49%	109 54.77%
No	34 15.38%	27 13.57%
No Opinion	71 32.13%	63 31.66%
Total	221	199

Question 13: Have you taught a distance delivery class (e.g., completely online, cable TV, off-site) since Fall 2011? (III.B.)		
	2012	2016
Yes	75 33.94%	67 33.67%
No	146 66.06%	132 66.33%
Total	221	199

Question 14: If "Yes" to the question above, rate the support for your equipment needs in the distance delivered classes that you have taught? If "No", please skip. (III.B.)		
	2012	2016
Very Satisfied (+2)	27 35.53%	16 23.53%
Somewhat Satisfied (+1)	26 34.21%	24 35.29%
Neither Satisfied or dissatisfied (0)	12 15.79%	11 16.18%
Somewhat dissatisfied (-1)	11 14.47%	11 16.18%
Very dissatisfied (-2)	0 0.00%	6 8.82%
Total	76	68
Assigned Value	69	33
Total Assigned Value	152	136
% Assigned Value	45.39%	24.26%

Question 15: Are you aware of the college's mission statement? (I.A.)		
	2012	2016
Completely (+4)	87 27.36%	84 28.57%
Mostly (+3)	146 45.91%	126 42.86%
Some (+2)	54 16.98%	50 17.01%
A little (+1)	18 5.66%	18 6.12%
Not at all (0)	13 4.09%	16 5.44%

Total	318	294
Assigned Value	912	832
Total Assigned Value	1,272	1,176
% Assigned Value	71.70%	70.75%
Average Value	2.87	2.83

Question 16: Are you aware of places to find the Kapi`olani CC mission statement document? Check all that apply. (I.A.)		
	2012	2016
Classrooms	41 12.97%	44 15.12%
Kapi`olani Community College homepage	274 86.71%	226 77.66%
Office for Institutional Effectiveness (OFIE) website	100 31.65%	104 35.74%
`Ohana, the college's intranet	135 42.72%	67 23.02%
Strategic plan 2008-2015 Booklet	179 56.65%	138 47.42%
I don't know where to find it	15 4.75%	22 7.56%
Total	316	291

Question 17: Rate the following items:		
1) Our mission statement expresses the college-wide commitment to student learning (I.A.)		
	2012	2016
Strongly Agree (+2)	182 57.96%	134 45.58%
Somewhat Agree (+1)	89 28.34%	109 37.07%
Neutral (0)	22 7.01%	13 4.42%
Somewhat disagree (-1)	3 0.96%	9 3.06%
Strongly Disagree (-2)	1 0.32%	7 2.38%
Don't know/NA (0)	17 5.41%	22 7.48%
Total	314	294
Assigned Value	448	354

Total Assigned Value	628	588
% Assigned Value	71.34%	60.20%

2) I have discussed the relevance of the mission statement to student learning with peers of administrators (I.A.)		
	2012	2016
Strongly Agree (+2)	55 17.52%	40 13.61%
Somewhat Agree (+1)	95 30.25%	78 26.53%
Neutral (0)	67 21.34%	56 19.05%
Somewhat disagree (-1)	26 8.28%	26 8.84%
Strongly Disagree (-2)	35 11.15%	52 17.69%
Don't know/NA (0)	36 11.46%	42 14.29%
Total	314	294
Assigned Value	109	28
Total Assigned Value	628	588
% Assigned Value	17.36%	4.76%

3) I participated actively in the planning or priority-setting process in my department/unit (I.B.)		
	2012	2016
Strongly Agree (+2)	83 26.52%	66 22.53%
Somewhat Agree (+1)	79 25.24%	71 24.23%
Neutral (0)	60 19.17%	48 16.38%
Somewhat disagree (-1)	24 7.67%	21 7.17%
Strongly Disagree (-2)	26 8.31%	38 12.97%
Don't know/NA (0)	41 13.10%	49 16.72%
Total	313	293
Assigned Value	169	106
Total Assigned Value	626	586
% Assigned Value	27.00%	18.09%

4) I used student data, program review data, or other institutional data to help my department/unit to identify areas of improvement. (I.B).		
	2012	2016
Strongly Agree (+2)	87 27.88%	82 27.99%
Somewhat Agree (+1)	92 29.49%	76 25.94%
Neutral (0)	52 16.67%	41 13.99%
Somewhat Disagree (-1)	16 5.13%	19 6.48%
Strongly Disagree (-2)	23 7.37%	27 9.22%
Don't know/NA (0)	42 13.46%	48 16.38%
Total	312	293
Assigned Value	204	167
Total Assigned Value	624	586
% Assigned Value	32.69%	28.50%
5) I am committed to improve the effectiveness of my education/professional practice to improve student learning and success on this campus (I.B).		
	2012	2016
Strongly Agree (+2)	234 75.00%	214 72.79%
Somewhat Agree (+1)	50 16.03%	50 17.01%
Neutral (0)	16 5.13%	13 4.42%
Somewhat Disagree (-1)	1 0.32%	1 0.34%
Strongly Disagree (-2)	4 1.28%	1 0.34%
Don't know/NA (0)	7 2.24%	15 5.10%
Total	312	294
Assigned Value	509	475
Total Assigned Value	624	588
% Assigned Value	81.57%	80.78%

Question 18: To what degree do the following support services facilitate your work to promote student learning and success? (II.B.)

Auxillary Services		
	2012	2016
Greatly (4)	102 34.34%	91 32.50%
To some Degree (3)	97 32.66%	89 31.79%
A little (2)	50 16.84%	57 20.36%
Not at all (1)	23 7.74%	22 7.86%
Don't know (0)	25 8.42%	21 7.50%
Total	297	280
Assigned Value	822	767
Assigned Value Average	2.77	2.74
Total Assigned Value	1,188	1,120
% Assigned Value	69.19%	68.48%

Bookstore		
	2012	2016
Greatly (4)	83 28.04%	75 26.60%
To some Degree (3)	115 38.85%	90 31.91%
A little (2)	53 17.91%	62 21.99%
Not at all (1)	21 7.09%	35 12.41%
Don't know (0)	24 8.11%	20 7.09%
Total	296	282
Assigned Value	804	729
Assigned Value Average	2.72	2.59
Total Assigned Value	1,184	1,128
% Assigned Value	67.91%	64.63%

Business Office		
	2012	2016
Greatly (4)	75 25.77%	69 24.64%
To some Degree (3)	72 24.74%	63 22.50%
A little (2)	52 17.87%	55 19.64%
Not at all (1)	50 17.18%	50 17.86%
Don't know (0)	42 14.43%	43 15.36%
Total	291	280
Assigned Value	670	625
Assigned Value Average	2.30	2.23
Total Assigned Value	1,164	1,120
% Assigned Value	57.56%	55.80%

Counseling Services (e.g., Trio, academic advising)		
	2012	2016
Greatly (4)	142 48.46%	151 53.74%
To some Degree (3)	62 21.16%	72 25.62%
A little (2)	40 13.65%	22 7.83%
Not at all (1)	16 5.46%	17 6.05%
Don't know (0)	33 11.26%	19 6.76%
Total	293	281
Assigned Value	850	881
Assigned Value Average	2.90	3.14
Total Assigned Value	1,172	1,124
% Assigned Value	72.53%	78.38%

New Student Orientation Program (NSO)		
	2012	2016
Greatly (4)	114 38.91%	114 40.43%
To some Degree (3)	64 21.84%	65 23.05%
A little (2)	34 11.60%	30 10.64%
Not at all (1)	21 7.17%	32 11.35%
Don't know (0)	60 20.48%	41 14.54%
Total	293	282
Assigned Value	737	743
Assigned Value Average	2.52	2.63
Total Assigned Value	1,172	1,128
% Assigned Value	62.88%	65.87%

Kahikoluamea		
	2012	2016
Greatly (4)	91 30.74%	
To some Degree (3)	59 19.93%	
A little (2)	43 14.53%	
Not at all (1)	31 10.47%	
Don't know (0)	72 24.32%	
Total	296	
Assigned Value	658	
Assigned Value Average	2.22	
Total Assigned Value	1,184	
% Assigned Value	55.57%	

Question 19: Have you requested library materials in your subject area, or discussed the collection with a library staff since Fall 2011? (II.C.)		
	2012	2016
Yes	89 30.27%	84 30.00%
No	205 69.73%	196 70.00%
Total	294	280

Question 20: If yes, did the library purchase the materials you requested or discussed? (II.C.)		
	2012	2016
Yes	67 58.77%	60 53.10%
No	47 41.23%	53 46.90%
Total	114	113

Question 21: Which of the following library services have you used since Fall 2016. Check all that apply. (II.C.)		
	2012	2016
Accessed online journals and digital materials	129 43.88%	113 40.50%
Borrowing books or materials located at the library	103 35.03%	82 29.39%
Borrowing books or materials through intralibrary or interlibrary loan	61 20.75%	52 18.64%
Reading books held in the reference collection	43 14.63%	42 15.05%
Using library instruction sessions	74 25.17%	66 23.66%
Using computer and printing services	62 21.09%	47 16.85%
Testing Center	143 48.64%	119 42.65%
Others	39 13.27%	34 12.19%
Did not use	58 19.73%	78 27.96%
Total	294	279

Question 22: How would you rate the library collections in your subject area since Fall 2016. (II.C.)		
Availability of needed online journals/materials		
	2012	2016
Very Satisfied (2)	43 15.03%	56 20.07%
Somewhat Satisfied (1)	74 25.87%	54 19.35%
Neither Satisfied nor dissatisfied (0)	28 9.79%	30 10.75%
Somewhat dissatisfied (-1)	18 6.29%	11 3.94%
Very dissatisfied (-2)	19 6.64%	8 2.87%
Don't Know/NA (0)	104 36.36%	120 43.01%
Total	286	279
Assigned Value	104	139
Total Assigned Value	572	558
% Assigned Value	18.18%	24.91%

Currency, being up-to-date		
	2012	2016
Very Satisfied (2)	48 16.96%	53 19.20%
Somewhat Satisfied (1)	67 23.67%	54 19.57%
Neither Satisfied nor dissatisfied (0)	30 10.60%	35 12.68%
Somewhat dissatisfied (-1)	13 4.59%	6 2.17%
Very dissatisfied (-2)	13 4.59%	4 1.45%
Don't Know/NA (0)	112 39.58%	124 44.93%
Total	283	276
Assigned Value	124	146
Total Assigned Value	566	552
% Assigned Value	21.91%	26.45%

Quantity		
	2012	2016
Very Satisfied (2)	31 10.88%	47 17.15%
Somewhat Satisfied (1)	77 27.02%	48 17.52%
Neither Satisfied nor dissatisfied (0)	34 11.93%	40 14.60%
Somewhat dissatisfied (-1)	23 8.07%	11 4.01%
Very dissatisfied (-2)	11 3.86%	4 1.46%
Don't Know/NA (0)	109 38.25%	124 45.26%
Total	285	274
Assigned Value	94	123
Total Assigned Value	570	548
% Assigned Value	16.49%	22.45%

Quality		
	2012	2016
Very Satisfied (2)	46 16.14%	61 22.18%
Somewhat Satisfied (1)	73 25.61%	49 17.82%
Neither Satisfied nor dissatisfied (0)	32 11.23%	35 12.73%
Somewhat dissatisfied (-1)	16 5.61%	4 1.45%
Very dissatisfied (-2)	10 3.51%	3 1.09%
Don't Know/NA (0)	108 37.89%	123 44.73%
Total	285	275
Assigned Value	129	161
Total Assigned Value	570	550
% Assigned Value	22.63%	29.27%

Variety		
	2012	2016
Very Satisfied (2)	34 11.97%	51 18.41%
Somewhat Satisfied (1)	75 26.41%	52 18.77%
Neither Satisfied nor dissatisfied (0)	35 12.32%	37 13.36%
Somewhat dissatisfied (-1)	19 6.69%	8 2.89%
Very dissatisfied (-2)	12 4.23%	5 1.81%
Don't Know/N/A (0)	109 38.38%	124 44.77%
Total	284	277
Assigned Value	100	136
Total Assigned Value	568	554
% Assigned Value	17.61%	24.55%

Question 23: Please rate the following items. (III.A.)		
1) The qualifications required of new faculty and staff positions reflect student needs.		
	2012	2016
Strongly Agree (+2)	101 36.20%	60 22.56%
Somewhat Agree (+1)	110 39.43%	90 33.83%
Neutral (0)	19 6.81%	33 12.41%
Somewhat Disagree (-1)	14 5.02%	35 13.16%
Strongly Disagree (-2)	5 1.79%	15 5.64%
Don't know/NA (0)	30 10.75%	33 12.41%
Total	279	266
Assigned Value	288	145
Total Assigned Value	558	532
% Assigned Value	51.61%	27.26%

2) The qualifications required of new faculty and staff positions reflect the analysis of the service needs of the program/department		
	2012	2016
Strongly Agree (+2)	91 32.85%	57 21.43%
Somewhat Agree (+1)	110 39.71%	80 30.08%
Neutral (0)	22 7.94%	36 13.53%
Somewhat Disagree (-1)	13 4.69%	34 12.78%
Strongly Disagree (-2)	7 2.53%	21 7.89%
Don't know/NA (0)	34 12.27%	38 14.29%
Total	277	266
Assigned Value	265	118
Total Assigned Value	554	532
% Assigned Value	47.83%	22.18%

3) The institution applies its personnel policies consistently and fairly.		
	2012	2016
Strongly Agree (+2)	50 18.05%	36 13.64%
Somewhat Agree (+1)	80 28.88%	56 21.21%
Neutral (0)	42 15.16%	47 17.80%
Somewhat Disagree (-1)	49 17.69%	39 14.77%
Strongly Disagree (-2)	34 12.27%	44 16.67%
Don't know/NA (0)	22 7.94%	42 15.91%
Total	277	264
Assigned Value	63	1
Total Assigned Value	554	528
% Assigned Value	11.37%	0.19%

4) There is a sufficient number of teaching faculty to support the services in our program/department/unit.		
	2012	2016
Strongly Agree (+2)	33 11.96%	18 6.84%
Somewhat Agree (+1)	81 29.35%	47 17.87%
Neutral (0)	27 9.78%	34 12.93%
Somewhat Disagree (-1)	65 23.55%	60 22.81%
Strongly Disagree (-2)	38 13.77%	66 25.10%
Don't know/NA (0)	32 11.59%	38 14.45%
Total	276	263
Assigned Value	6	-109
Total Assigned Value	552	526
% Assigned Value	1.09%	-20.72%

5) There is a sufficient number of student service personnel (e.g., academic advisors) to support the services in our program/department/unit		
	2012	2016
Strongly Agree (+2)	30 10.83%	30 11.36%
Somewhat Agree (+1)	80 28.88%	57 21.59%
Neutral (0)	34 12.27%	44 16.67%
Somewhat Disagree (-1)	48 17.33%	47 17.80%
Strongly Disagree (-2)	43 15.52%	43 16.29%
Don't know/NA (0)	42 15.16%	43 16.29%
Total	277	264
Assigned Value	6	-16
Total Assigned Value	554	528
% Assigned Value	1.08%	-3.03%

6) There is a sufficient number of non-teaching faculty other than student service personnel (e.g., in the areas of assessment, curriculum development, professional development, or institutional research) to support the services in our program or department.		
	2012	2016
Strongly Agree (+2)	21 7.61%	23 8.71%
Somewhat Agree (+1)	72 26.09%	46 17.42%
Neutral (0)	40 14.49%	49 18.56%
Somewhat Disagree (-1)	59 21.38%	47 17.80%
Strongly Disagree (-2)	42 15.22%	53 20.08%
Don't know/NA (0)	42 15.22%	46 17.42%
Total	276	264
Assigned Value	-29	-61
Total Assigned Value	552	528
% Assigned Value	-5.25%	-11.55%

7) There is a sufficient number of staff to support services in our program/department/unit.		
	2012	2016
Strongly Agree (+2)	24 8.63%	19 7.14%
Somewhat Agree (+1)	85 30.58%	70 26.32%
Neutral (0)	31 11.15%	28 10.53%
Somewhat Disagree (-1)	66 23.74%	53 19.92%
Strongly Disagree (-2)	53 19.06%	78 29.32%
Don't know/NA (0)	19 6.83%	18 6.77%
Total	278	266
Assigned Value	-39	-101
Total Assigned Value	556	532
% Assigned Value	-7.01%	-18.98%

8) The institution has a sufficient number of administrators		
	2012	2016
Strongly Agree (+2)	115 41.67%	95 35.71%
Somewhat Agree (+1)	77 27.90%	68 25.56%
Neutral (0)	34 12.32%	43 16.17%
Somewhat Disagree (-1)	12 4.35%	19 7.14%
Strongly Disagree (-2)	9 3.26%	13 4.89%
Don't know/NA (0)	29 10.51%	28 10.53%
Total	276	266
Assigned Value	277	213
Total Assigned Value	552	532
% Assigned Value	50.18%	40.04%

9) The administrators in the college are qualified for their responsibilities.		
	2012	2016
Strongly Agree (+2)	77 28.10%	44 16.99%
Somewhat Agree (+1)	96 35.04%	74 28.57%
Neutral (0)	43 15.69%	45 17.37%
Somewhat Disagree (-1)	22 8.03%	39 15.06%
Strongly Disagree (-2)	15 5.47%	27 10.42%
Don't know/NA (0)	21 7.66%	30 11.58%
Total	274	259
Assigned Value	198	69
Total Assigned Value	548	518
% Assigned Value	36.13%	13.32%

10) Our program/department/unit has a sufficient number of staff to provide administrative support.		
	2012	2016
Strongly Agree (+2)	43 15.69%	26 9.92%
Somewhat Agree (+1)	81 29.56%	59 22.52%
Neutral (0)	27 9.85%	35 13.36%
Somewhat Disagree (-1)	48 17.52%	53 20.23%
Strongly Disagree (-2)	60 21.90%	66 25.19%
Don't know/NA (0)	15 5.47%	23 8.78%
Total	274	262
Assigned Value	-1	-74
Total Assigned Value	548	524
% Assigned Value	-0.18%	-14.12%

11) The institution treats faculty/staff in a professional and equitable manner.		
	2012	2016
Strongly Agree (+2)	72 26.18%	40 15.21%
Somewhat Agree (+1)	74 26.91%	76 28.90%
Neutral (0)	46 16.73%	44 16.73%
Somewhat Disagree (-1)	47 17.09%	40 15.21%
Strongly Disagree (-2)	27 9.82%	48 18.25%
Don't know/NA (0)	9 3.27%	15 5.70%
Total	275	263
Assigned Value	117	20
Total Assigned Value	550	526
% Assigned Value	21.27%	3.80%

12) The need to promote student learning, guides professional development activities for faculty.		
	2012	2016
Strongly Agree (+2)	64 23.53%	32 12.26%
Somewhat Agree (+1)	92 33.82%	83 31.80%
Neutral (0)	44 16.18%	56 21.46%
Somewhat Disagree (-1)	21 7.72%	28 10.73%
Strongly Disagree (-2)	11 4.04%	25 9.58%
Don't know/NA (0)	40 14.71%	37 14.18%
Total	272	261
Assigned Value	177	69
Total Assigned Value	544	522
% Assigned Value	32.54%	13.22%

13) The needs to promote student learning guides professional development activities for staff.		
	2012	2016
Strongly Agree (+2)	37 13.70%	20 7.66%
Somewhat Agree (+1)	69 25.56%	56 21.46%
Neutral (0)	47 17.41%	47 18.01%
Somewhat Disagree (-1)	22 8.15%	30 11.49%
Strongly Disagree (-2)	15 5.56%	36 13.79%
Don't know/NA (0)	80 29.63%	72 27.59%
Total	270	261
Assigned Value	91	-6
Total Assigned Value	540	522
% Assigned Value	16.85%	-1.15%

14) My department chair or unit head communicates important and necessary information relevant to me.		
	2012	2016
Strongly Agree (+2)	168 61.09%	121 46.01%
Somewhat Agree (+1)	73 26.55%	80 30.42%
Neutral (0)	15 5.45%	22 8.37%
Somewhat Disagree (-1)	9 3.27%	11 4.18%
Strongly Disagree (-2)	6 2.18%	18 6.84%
Don't know/NA (0)	4 1.45%	11 4.18%
Total	275	263
Assigned Value	388	275
Total Assigned Value	550	526
% Assigned Value	70.55%	52.28%

15) The administration communicates important and necessary information to faculty and staff.		
	2012	2016
Strongly Agree (+2)	75 27.17%	52 19.77%
Somewhat Agree (+1)	97 35.14%	98 37.26%
Neutral (0)	34 12.32%	39 14.83%
Somewhat Disagree (-1)	36 13.04%	32 12.17%
Strongly Disagree (-2)	30 10.87%	31 11.79%
Don't know/NA (0)	4 1.45%	11 4.18%
Total	276	263
Assigned Value	151	108
Total Assigned Value	552	526
% Assigned Value	27.36%	20.53%

Question 24: Please rate the following items. (III.B.)		
1) There are adequate facilities available to sustain our program/department/unit and student needs.		
	2012	2016
Strongly Agree (+2)	18 6.50%	17 6.42%
Somewhat Agree (+1)	85 30.69%	59 22.26%
Neutral (0)	28 10.11%	34 12.83%
Somewhat Disagree (-1)	78 28.16%	79 29.81%
Strongly Disagree (-2)	61 22.02%	67 25.28%
Don't Know/NA (0)	7 2.53%	9 3.40%
Total	277	265
Assigned Value	-79	-120
Total Assigned Value	554	530
% Assigned Value	-14.26%	-22.64%

2) The classroom equipment meets our program/department/unit and student needs.		
	2012	2016
Strongly Agree (+2)	29 10.28%	23 8.75%
Somewhat Agree (+1)	98 34.75%	62 23.57%
Neutral (0)	31 10.99%	37 14.07%
Somewhat Disagree (-1)	69 24.47%	61 23.19%
Strongly Disagree (-2)	38 13.48%	55 20.91%
Don't Know/NA (0)	17 6.03%	25 9.51%
Total	282	263
Assigned Value	11	-63
Total Assigned Value	564	526

% Assigned Value	1.95%	-11.98%
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3) The office equipment meets our program/department/unit and student needs.		
	2012	2016
Strongly Agree (+2)	34 12.45%	35 13.21%
Somewhat Agree (+1)	111 40.66%	84 31.70%
Neutral (0)	34 12.45%	45 16.98%
Somewhat Disagree (-1)	52 19.05%	54 20.38%
Strongly Disagree (-2)	37 13.55%	34 12.83%
Don't Know/NA (0)	5 1.83%	13 4.91%
Total	273	265
Assigned Value	53	32
Total Assigned Value	546	530
% Assigned Value	9.71%	6.04%

4) There is an assessment of the physical resources need in our program/department/unit		
	2012	2016
Strongly Agree (+2)	34 12.36%	24 9.13%
Somewhat Agree (+1)	70 25.45%	57 21.67%
Neutral (0)	46 16.73%	32 12.17%
Somewhat Disagree (-1)	27 9.82%	44 16.73%
Strongly Disagree (-2)	26 9.45%	46 17.49%
Don't Know/NA (0)	72 26.18%	60 22.81%
Total	275	263
Assigned Value	59	-31
Total Assigned Value	550	526
% Assigned Value	10.73%	-5.89%

5) My input matters when my program/department/unit makes plans on facilities and equipment maintenance or purchase.		
	2012	2016
Strongly Agree (+2)	69 24.91%	49 18.49%
Somewhat Agree (+1)	94 33.94%	85 32.08%
Neutral (0)	39 14.08%	34 12.83%
Somewhat Disagree (-1)	22 7.94%	36 13.58%
Strongly Disagree (-2)	29 10.47%	40 15.09%
Don't Know/NA (0)	24 8.66%	21 7.92%
Total	277	265
Assigned Value	152	67
Total Assigned Value	554	530
% Assigned Value	27.44%	12.64%

6) My input matters when my program/department/unit prioritize equipment purchases.		
	2012	2016
Strongly Agree (+2)	73 26.64%	49 18.70%
Somewhat Agree (+1)	85 31.02%	83 31.68%
Neutral (0)	47 17.15%	44 16.79%
Somewhat Disagree (-1)	20 7.30%	26 9.92%
Strongly Disagree (-2)	19 6.93%	37 14.12%
Don't Know/NA (0)	30 10.95%	23 8.78%
Total	274	262
Assigned Value	173	81
Total Assigned Value	548	524
% Assigned Value	31.57%	15.46%

7) I feel the college implements the necessary procedures to ensure the safety of my working environment.		
	2012	2016
Strongly Agree (+2)	64 23.27%	42 15.97%
Somewhat Agree (+1)	95 34.55%	74 28.14%
Neutral (0)	44 16.00%	45 17.11%
Somewhat Disagree (-1)	35 12.73%	41 15.59%
Strongly Disagree (-2)	20 7.27%	44 16.73%
Don't Know/N/A (0)	17 6.18%	17 6.46%
Total	275	263
Assigned Value	148	29
Total Assigned Value	550	526
% Assigned Value	26.91%	5.51%

8) I am familiar with the processes that my program/department/unit uses to make equipment replacement and maintenance decisions.		
	2012	2016
Strongly Agree (+2)	56 20.22%	42 15.91%
Somewhat Agree (+1)	106 38.27%	86 32.58%
Neutral (0)	26 9.39%	38 14.39%
Somewhat Disagree (-1)	27 9.75%	38 14.39%
Strongly Disagree (-2)	29 10.47%	36 13.64%
Don't Know/NA (0)	33 11.91%	24 9.09%
Total	277	264
Assigned Value	133	60
Total Assigned Value	554	528
% Assigned Value	24.01%	11.36%

9) The college determines equipment replacement and maintenance based on program and service needs.		
	2012	2016
Strongly Agree (+2)	31 11.31%	18 6.87%
Somewhat Agree (+1)	82 29.93%	54 20.61%
Neutral (0)	37 13.50%	50 19.08%
Somewhat Disagree (-1)	29 10.58%	35 13.36%
Strongly Disagree (-2)	27 9.85%	45 17.18%
Don't Know/N/A (0)	68 24.82%	60 22.90%
Total	274	262
Assigned Value	61	-35
Total Assigned Value	548	524
% Assigned Value	11.13%	-6.68%

Question 25: To what degree did the recent renovations create learning spaces that promote effective integration of student engagement into the learning process? (III.B.)		
Kokio STEM Center (Phase 1)		
	2012	2016
To a great degree (+4)	55 20.07%	
To some degree (+3)	44 16.06%	
A little (+2)	8 2.92%	
Not at all (+1)	10 3.65%	
Don't know (0)	157 57.30%	
Total	274	
Assigned Value	378	
Total Assigned Value	1,096	
% Assigned Value	34.49%	
Average Score	1.38	

Kokio STEM Center

	2012	2016
To a great degree (+4)		54 20.69%
To some degree (+3)		38 14.56%
A little (+2)		14 5.36%
Not at all (+1)		7 2.68%
Don't know (0)		148 56.70%
Total		261
Assigned Value		365
Total Assigned Value		1,044
% Assigned Value		34.96%
Average Score		1.40

Kahikoluamea Center		
	2012	2016
To a great degree (+4)	80 29.09%	
To some degree (+3)	59 21.45%	
A little (+2)	18 6.55%	
Not at all (+1)	8 2.91%	
Don't know (0)	110 40.00%	
Total	275	
Assigned Value	541	
Total Assigned Value	1,100	
% Assigned Value	49.18%	
Average Score	1.97	

Iliahi Student Engagement Center		
	2012	2016
To a great degree (+4)	58 21.25%	35 13.36%
To some degree (+3)	62 22.71%	48 18.32%
A little (+2)	13 4.76%	15 5.73%
Not at all (+1)	11 4.03%	13 4.96%
Don't know (0)	129 47.25%	151 57.63%
Total	273	262
Assigned Value	455	327
Total Assigned Value	1,092	1,048
% Assigned Value	41.67%	31.20%
Average Score	1.67	1.25

Manele building classrooms and computer lab		
	2012	2016
To a great degree (+4)	65 23.72%	38 14.56%
To some degree (+3)	41 14.96%	33 12.64%
A little (+2)	8 2.92%	16 6.13%
Not at all (+1)	8 2.92%	10 3.83%
Don't know (0)	152 55.47%	164 62.84%
Total	274	261
Assigned Value	407	293
Total Assigned Value	1,096	1,044
% Assigned Value	37.14%	28.07%
Average Score	1.49	1.12

Question 26: Rate the questions regarding campus parking: (III.B.)		
The amount of available campus parking affects my students' attendance.		
	2012	2016
Very Positively (2)	33 12.18%	22 8.53%
Somewhat Positively (1)	25 9.23%	29 11.24%
Neutral (0)	37 13.65%	33 12.79%
Somewhat negatively (-1)	90 33.21%	86 33.33%
Very Negatively (-2)	37 13.65%	34 13.18%
Don't know/NA (0)	49 18.08%	54 20.93%
Total	271	258
Assigned Value	-73	-81
Total Assigned Value	542	516
% Assigned Value	-13.47%	-15.70%

The amount of available campus parking affects my ability to perform my duties.		
	2012	2016
Very Positively (2)	45 16.48%	34 13.08%
Somewhat Positively (1)	30 10.99%	45 17.31%
Neutral (0)	97 35.53%	80 30.77%
Somewhat negatively (-1)	64 23.44%	49 18.85%
Very Negatively (-2)	17 6.23%	27 10.38%
Don't know/NA (0)	20 7.33%	25 9.62%
Total	273	260
Assigned Value	22	10
Total Assigned Value	546	520
% Assigned Value	4.03%	1.92%

Question 27: Answer the following questions on the safety and sufficiency of the institution's facilities. (III.B.)

1) Do you understand how to file a request for the repair or maintenance of office space, classrooms, or laboratories through your department?

	2012	2016
Yes	215 77.34%	201 76.72%
No	37 13.31%	31 11.83%
Don't know/NA	26 9.35%	30 11.45%
Total	278	262

2) Do you feel that the classrooms provided meet acceptable safety standards?

	2012	2016
Yes	182 66.18%	137 52.49%
No	52 18.91%	73 27.97%
Don't know/NA	41 14.91%	51 19.54%
Total	275	261

3) Have you been asked within the last two years to evaluate the effectiveness of the facilities and equipment you use in either instructional or campus support activities?

	2012	2016
Yes	66 23.91%	36 13.79%
No	177 64.13%	181 69.35%
Don't know/NA	33 11.96%	44 16.86%
Total	276	261

4) Have you been asked within the last two years to determine your existing needs and to recommend new equipment or facilities to improve your effectiveness?		
	2012	2016
Yes	131 47.64%	86 32.95%
No	118 42.91%	146 55.94%
Don't know/NA	26 9.45%	29 11.11%
Total	275	261

5) Do you feel that your office and work space(s) are secure from break-ins?		
	2012	2016
Yes	161 58.33%	137 52.29%
No	94 34.06%	94 35.88%
Don't know/NA	21 7.61%	31 11.83%
Total	276	262

Question 28: Please answer the following questions on the safety and sufficiency of the institution's facilities. (III.B.)		
1) Do you feel that the office and work space(s) provided for you by the institution meets acceptable standards?		
	2012	2016
Yes	188 68.61%	174 66.16%
No	76 27.74%	78 29.66%
Don't Know/NA	10 3.65%	11 4.18%
Total	274	263

2) If applicable, do you feel that the laboratories provided for you meet acceptable safety standards?		
	2012	2016
Yes	89 34.23%	74 29.02%
No	30 11.54%	26 10.20%
Don't Know/NA	141 54.23%	155 60.78%
Total	260	255

3) Is the equipment you use for instruction regularly maintained by the institution in regards to safety and maximum benefit?		
	2012	2016
Yes	125 46.64%	105 40.54%
No	58 21.64%	64 24.71%
Don't Know/NA	85 31.72%	90 34.75%
Total	268	259

4) If you use special equipment or materials in instructional and/or other professional activities (e.g., laboratory equipment, chemicals, culinary equipment, ect.) are these materials and equipment regularly inspected for safety?		
	2012	2016
Yes	65 25.10%	53 21.20%
No	25 9.65%	35 14.00%
Don't Know/NA	169 65.25%	162 64.80%
Total	259	250

Question 29: What could Auxiliary Services do to improve the quality of your working environment and experience at Kapi`olani CC? (check your top THREE choices) (III.B.)		
	2012	2016
Build new facilities	131 48.70%	122 47.47%
Improve grounds	57 21.19%	75 29.18%
Improve parking facilities	162 60.22%	126 49.03%
Improve restrooms near your office	73 27.14%	84 32.68%
Improve your office and work space(s)	118 43.87%	103 40.08%
Improve your laboratory	45 16.73%	44 17.12%
Maintain existing facilities	205 76.21%	207 80.54%
Total	269	257

Question 30: How much do you need the following equipment in your primary duty to promote student learning/success? (III.B.)		
1) Clickers		
	2012	2016
Absolutely (4)	18 6.90%	25 10.04%
Very Much (3)	22 8.43%	12 4.82%
Somewhat (2)	39 14.94%	36 14.46%
A little (1)	29 11.11%	24 9.64%
No need (0)	153 58.62%	152 61.04%
Total	261	249
Weighted Score	245	232
Weighted Average	0.94	0.93

2) Copier		
	2012	2016
Absolutely (4)	174 64.93%	165 64.71%
Very Much (3)	51 19.03%	35 13.73%
Somewhat (2)	20 7.46%	23 9.02%
A little (1)	12 4.48%	11 4.31%
No need (0)	11 4.10%	21 8.24%
Total	268	255
Weighted Score	901	822
Weighted Average	3.36	3.22
3) Desktop Computer (with DVD playing Capacity)		
	2012	2016
Absolutely (4)	193 71.22%	181 70.98%
Very Much (3)	33 12.18%	25 9.80%
Somewhat (2)	17 6.27%	16 6.27%
A little (1)	4 1.48%	7 2.75%
No need (0)	24 8.86%	26 10.20%
Total	271	255
Weighted Score	909	838
Weighted Average	3.35	3.29

4) Document camera (to project non-transparent document or video)		
	2012	2016
Absolutely (4)	39 15.29%	32 12.75%
Very Much (3)	35 13.73%	26 10.36%
Somewhat (2)	54 21.18%	57 22.71%
A little (1)	36 14.12%	27 10.76%
No need (0)	91	109

	35.69%	43.43%
Total	255	251
Weighted Score	405	347
Weighted Average	1.59	1.38

5) DVD player		
	2012	2016
Absolutely (4)	81 30.80%	52 20.23%
Very Much (3)	45 17.11%	23 8.95%
Somewhat (2)	51 19.39%	49 19.07%
A little (1)	21 7.98%	34 13.23%
No need (0)	65 24.71%	99 38.52%
Total	263	257
Weighted Score	582	409
Weighted Average	2.21	1.59

6) iPad or equivalent		
	2012	2016
Absolutely (4)	40 15.44%	52 20.63%
Very Much (3)	45 17.37%	37 14.68%
Somewhat (2)	48 18.53%	40 15.87%
A little (1)	32 12.36%	34 13.49%
No need (0)	94 36.29%	89 35.32%
Total	259	252
Weighted Score	423	433
Weighted Average	1.63	1.72

7) Laptop Computer		
	2012	2016
Absolutely (4)	164 61.19%	154 59.69%
Very Much (3)	38 14.18%	44 17.05%
Somewhat (2)	30 11.19%	28 10.85%
A little (1)	9 3.36%	8 3.10%
No need (0)	27 10.07%	24 9.30%
Total	268	258
Weighted Score	839	812
Weighted Average	3.13	3.15

8) Large Screen TV		
	2012	2016
Absolutely (4)	63 24.32%	70 27.13%
Very Much (3)	27 10.42%	37 14.34%
Somewhat (2)	40 15.44%	44 17.05%
A little (1)	37 14.29%	17 6.59%
No need (0)	92 35.52%	90 34.88%
Total	259	258
Weighted Score	450	496
Weighted Average	1.74	1.92

9) Microphone		
	2012	2016
Absolutely (4)	35 13.51%	35 13.89%
Very Much (3)	26 10.04%	25 9.92%
Somewhat (2)	34 13.13%	36 14.29%
A little (1)	36 13.90%	24 9.52%

No need (0)	128 49.42%	132 52.38%
Total	259	252
Weighted Score	322	311
Weighted Average	1.24	1.23

10) Overhead projector		
	2012	2016
Absolutely (4)	97 37.02%	102 39.84%
Very Much (3)	25 9.54%	23 8.98%
Somewhat (2)	29 11.07%	28 10.94%
A little (1)	25 9.54%	13 5.08%
No need (0)	86 32.82%	90 35.16%
Total	262	256
Weighted Score	546	546
Weighted Average	2.08	2.13

11) Printer		
	2012	2016
Absolutely (4)	207 76.95%	213 82.24%
Very Much (3)	33 12.27%	19 7.34%
Somewhat (2)	13 4.83%	7 2.70%
A little (1)	7 2.60%	6 2.32%
No need (0)	9 3.35%	14 5.41%
Total	269	259
Weighted Score	960	929
Weighted Average	3.57	3.59

12) Printer ink Cartridge		
	2012	2016
Absolutely (4)	207 77.24%	210 81.08%
Very Much (3)	32 11.94%	21 8.11%
Somewhat (2)	9 3.36%	6 2.32%
A little (1)	8 2.99%	5 1.93%
No need (0)	12 4.48%	17 6.56%
Total	268	259
Weighted Score	950	920
Weighted Average	3.54	3.55

13) Projector screen		
	2012	2016
Absolutely (4)	166 63.60%	170 66.15%
Very Much (3)	32 12.26%	24 9.34%
Somewhat (2)	17 6.51%	16 6.23%
A little (1)	12 4.60%	12 4.67%
No need (0)	34 13.03%	35 13.62%
Total	261	257
Weighted Score	806	796
Weighted Average	3.09	3.10

14) Reliable high speed internet access		
	2012	2016
Absolutely (4)	244 90.04%	239 93.36%
Very Much (3)	17 6.27%	11 4.30%
Somewhat (2)	3 1.11%	2 0.78%
A little (1)	0 0.00%	0 0.00%

No need (0)	7 2.58%	4 1.56%
Total	271	256
Weighted Score	1,033	993
Weighted Average	3.81	3.88

15) Speakers		
	2012	2016
Absolutely (4)	122 46.21%	129 50.19%
Very Much (3)	38 14.39%	49 19.07%
Somewhat (2)	36 13.64%	30 11.67%
A little (1)	16 6.06%	13 5.06%
No need (0)	52 19.70%	36 14.01%
Total	264	257
Weighted Score	690	736
Weighted Average	2.61	2.86

16) Webcam		
	2012	2016
Absolutely (4)	43 16.93%	45 17.51%
Very Much (3)	39 15.35%	35 13.62%
Somewhat (2)	45 17.72%	55 21.40%
A little (1)	33 12.99%	24 9.34%
No need (0)	94 37.01%	98 38.13%
Total	254	257
Weighted Score	412	419
Weighted Average	1.62	1.63

Question 31: Do you have access to the following equipment/supply when conducting your primary duty? (III.B.)

Clickers		
	2012	2016
Yes	81 31.03%	66 26.72%
No	180 68.97%	181 73.28%
Total	261	247

Copier		
	2012	2016
Yes	266 96.73%	243 94.92%
No	9 3.27%	13 5.08%
Total	275	256

Desktop computer (with DVD playing capacity)		
	2012	2016
Yes	229 84.50%	214 83.59%
No	42 15.50%	42 16.41%
Total	271	256

Document camera (to project non-transparent document or video)		
	2012	2016
Yes	84 32.31%	73 29.20%
No	176 67.69%	177 70.80%
Total	260	250

DVD player		
	2012	2016
Yes	177 66.29%	152 60.32%
No	90 33.71%	100 39.68%
Total	267	252

iPad or equivalent		
	2012	2016
Yes	28 10.73%	74 29.48%
No	233 89.27%	177 70.52%
Total	261	251

Laptop computer		
	2012	2016
Yes	195 72.76%	184 72.16%
No	73 27.24%	71 27.84%
Total	268	255

Large screen TV		
	2012	2016
Yes	95 36.40%	91 36.11%
No	166 63.60%	161 63.89%
Total	261	252

Microphone		
	2012	2016
Yes	65 24.90%	77 31.05%
No	196 75.10%	171 68.95%
Total	261	248

Overhead projector		
	2012	2016
Yes	175 65.79%	152 60.32%
No	91 34.21%	100 39.68%
Total	266	252

Printer		
	2012	2016
Yes	251 91.94%	236 91.47%
No	22 8.06%	22 8.53%
Total	273	258

Printer ink cartridge		
	2012	2016
Yes	229 84.19%	221 85.99%
No	43 15.81%	36 14.01%
Total	272	257

Projector screen		
	2012	2016
Yes	214 80.15%	195 77.08%
No	53 19.85%	58 22.92%
Total	267	253

Reliable high speed internet access		
	2012	2016
Yes	227 84.70%	194 75.49%
No	41 15.30%	63 24.51%
Total	268	257

Speakers		
	2012	2016
Yes	164 62.12%	183 72.62%
No	100 37.88%	69 27.38%
Total	264	252

Webcam		
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	2012	2016
Yes	75 29.18%	80 32.65%
No	182 70.82%	165 67.35%
Total	257	245

Question 32: Choose your answer for the following questions related to financial resources planning. (III.D.)

1) Do you understand your department's budget?

	2012	2016
Yes	93 33.82%	112 42.91%
No	182 66.18%	149 57.09%
Total	275	261

2) Do you understand how your department's budget was determined?

	2012	2016
Yes	75 27.17%	80 30.65%
No	201 72.83%	181 69.35%
Total	276	261

3) Do you understand the connection between your department's budget and your division's Tactical Plan?

	2012	2016
Yes	105 38.18%	80 30.77%
No	170 61.82%	180 69.23%
Total	275	260

4) Do you understand the connection between your department's budget and the college's Strategic Plan?		
	2012	2016
Yes	99 36.26%	87 33.46%
No	174 63.74%	173 66.54%
Total	273	260

5) Do you understand the connection between your department's budget and the college's Long Range Development Plan?		
	2012	2016
Yes	86 31.39%	59 22.69%
No	188 68.61%	201 77.31%
Total	274	260

6) Were you involved directly with your department's tactical action plan in the Comprehensive Program Review?		
	2012	2016
Yes	99 36.13%	69 26.54%
No	175 63.87%	191 73.46%
Total	274	260

Question 33: Which of the following authorized governance organizations, advisory councils, or task forces/committees have you participated in since fall 2011? (Check all that apply)		
	2012	2016
Kalāualani (Native Hawaiian Council)	21 11.11%	33 17.10%
Faculty Senate	66 34.92%	81 41.97%
Staff Council	9 4.76%	32 16.58%
Chancellor's Policy, Planning, and Assessment Council (PPAC)	32	

	16.93%	
Chancellor's Advisory Council (CAC)		45 23.32%
Administrative Staff Council	12 6.35%	12 6.22%
Vice Chancellors' Advisory Council (VCAC)	25 13.23%	33 17.10%
Counseling and Academic Advising Council (CAAC)	19 10.05%	31 16.06%
Other Committees	151 79.89%	135 69.95%
Task Forces	39 20.63%	57 29.53%
Total	189	193

Question 34: There are opportunities for you to provide input before the college makes decisions that affect your primary duties		
	2012	2016
Strongly Agree (+2)	43 16.10%	39 14.89%
Somewhat Agree (+1)	99 37.08%	88 33.59%
Neutral (0)	62 23.22%	56 21.37%
Somewhat Disagree (-1)	37 13.86%	37 14.12%
Strongly Disagree (-2)	26 9.74%	42 16.03%
Total	267	262
Assigned Value	96	45
Total Assigned Value	534	524
% Assigned Value	17.98%	8.59%

Question 35: Rate the communication between the authorized governance organizations and their respective constituents:		
Faculty Senate with Faculty		
	2012	2016
Very effective (+2)	33 12.31%	68 26.98%
Somewhat effective (+1)	83	85

	30.97%	33.73%
Neither effective nor ineffective (0)	32 11.94%	24 9.52%
Somewhat ineffective (-1)	23 8.58%	7 2.78%
Very ineffective (-2)	13 4.85%	9 3.57%
Don't know (0)	84 31.34%	59 23.41%
Total	268	252
Assigned Value	100	196
Total Assigned Value	536	504
% Assigned Value	18.66%	38.89%

Student Congress with students		
	2012	2016
Very effective (+2)	9 3.35%	14 5.60%
Somewhat effective (+1)	37 13.75%	34 13.60%
Neither effective nor ineffective (0)	19 7.06%	21 8.40%
Somewhat ineffective (-1)	16 5.95%	15 6.00%
Very ineffective (-2)	10 3.72%	12 4.80%
Don't know (0)	178 66.17%	154 61.60%
Total	269	250
Assigned Value	19	23
Total Assigned Value	538	500
% Assigned Value	3.53%	4.60%
Kalāualani with students and employees		
	2012	2016
Very effective (+2)	8 2.99%	18 7.14%
Somewhat effective (+1)	26 9.70%	25 9.92%
Neither effective nor ineffective (0)	17 6.34%	30 11.90%
Somewhat ineffective (-1)	10 3.73%	8 3.17%

Very ineffective (-2)	10 3.73%	10 3.97%
Don't know (0)	197 73.51%	161 63.89%
Total	268	252
Assigned Value	12	33
Total Assigned Value	536	504
% Assigned Value	2.24%	6.55%

Staff Council with staff		
	2012	2016
Very effective (+2)	12 4.48%	25 9.96%
Somewhat effective (+1)	33 12.31%	38 15.14%
Neither effective nor ineffective (0)	20 7.46%	29 11.55%
Somewhat ineffective (-1)	12 4.48%	7 2.79%
Very ineffective (-2)	12 4.48%	4 1.59%
Don't know (0)	179 66.79%	148 58.96%
Total	268	251
Assigned Value	21	73
Total Assigned Value	536	502
% Assigned Value	3.92%	14.54%

Question 36: Please rate the Faculty Senate in fulfilling the responsibility to speak for faculty in the following academic matters		
Policy determining the initiation, review, and evaluation of proposed or authorized research, instructional, and academic programs		
	2012	2016
Very effective	29 10.98%	49 19.84%
Somewhat effective	65 24.62%	70 28.34%
Neither effective nor ineffective	19 7.20%	14 5.67%
Somewhat ineffective	7	5

	2.65%	2.02%
Very ineffective	8 3.03%	8 3.24%
Don't Know	136 51.52%	101 40.89%
Total	264	247
Weighted Value	100	147
Total Weighted Value	528	494
% Weighted Value	18.94%	29.76%

Budget planning and implementation policy		
	2012	2016
Very effective	16 6.06%	25 10.12%
Somewhat effective	40 15.15%	47 19.03%
Neither effective nor ineffective	29 10.98%	28 11.34%
Somewhat ineffective	19 7.20%	13 5.26%
Very ineffective	17 6.44%	14 5.67%
Don't Know	143 54.17%	120 48.58%
Total	264	247
Weighted Value	19	56
Total Weighted Value	528	494
% Weighted Value	3.60%	11.34%

Student-faculty relations policy		
	2012	2016
Very effective	21 8.02%	33 13.47%
Somewhat effective	54 20.61%	65 26.53%
Neither effective nor ineffective	22 8.40%	21 8.57%
Somewhat ineffective	7 2.67%	10 4.08%
Very ineffective	9 3.44%	8 3.27%
Don't Know	149	108

	56.87%	44.08%
Total	262	245
Weighted Value	71	105
Total Weighted Value	524	490
% Weighted Value	13.55%	21.43%

Policy for the evaluation of faculty and campus academic administrators		
	2012	2016
Very effective	23 8.68%	39 15.85%
Somewhat effective	61 23.02%	58 23.58%
Neither effective nor ineffective	21 7.92%	28 11.38%
Somewhat ineffective	10 3.77%	12 4.88%
Very ineffective	16 6.04%	10 4.07%
Don't Know	134 50.57%	99 40.24%
Total	265	246
Weighted Value	65	104
Total Weighted Value	530	492
% Weighted Value	12.26%	21.14%

The improvement and establishment of a canon of professional ethics and an effective means of professional maintenance of those ethics, including faculty self-discipline		
	2012	2016
Very effective	22 8.43%	33 13.52%
Somewhat effective	45 17.24%	50 20.49%
Neither effective nor ineffective	30 11.49%	23 9.43%
Somewhat ineffective	7 2.68%	17 6.97%
Very ineffective	13 4.98%	14 5.74%
Don't Know	144	107

	55.17%	43.85%
Total	261	244
Weighted Value	56	71
Total Weighted Value	522	488
% Weighted Value	10.73%	14.55%

Question 37: Please rate Kalaulani in fulfilling its responsibility to native Hawaiian and native Hawaiian-serving employees at the college in the following areas:

a) advise the Chancellor and Administrative Team regularly on the concerns of Hawaiians at the college

	2012	2016
Very effective (+2)	23 8.71%	26 9.92%
Somewhat effective (+1)	23 8.71%	42 16.03%
Neither effective nor ineffective (0)	9 3.41%	10 3.82%
Somewhat ineffective (-1)	4 1.52%	5 1.91%
Very ineffective (-2)	2 0.76%	6 2.29%
Don't know (0)	203 76.89%	173 66.03%
Total	264	262
Assigned Value	61	77
Total Assigned Value	528	524
% Assigned Value	11.55%	14.69%

b) define the college's kuleana to Hawaiians and the āina

	2012	2016
Very effective (+2)	20 7.58%	26 10.70%
Somewhat effective (+1)	25 9.47%	27 11.11%
Neither effective nor ineffective (0)	11 4.17%	12 4.94%
Somewhat ineffective (-1)	4 1.52%	3 1.23%
Very ineffective (-2)	5	10

	1.89%	4.12%
Don't know (0)	199 75.38%	165 67.90%
Total	264	243
Assigned Value	51	56
Total Assigned Value	528	486
% Assigned Value	9.66%	11.52%

c) guide the college's broader efforts to better serve Native Hawaiians in the areas of teaching, curriculum development, long-range planning, policy development, and implementation		
	2012	2016
Very effective (+2)	24 9.13%	25 10.25%
Somewhat effective (+1)	28 10.65%	33 13.52%
Neither effective nor ineffective (0)	11 4.18%	13 5.33%
Somewhat ineffective (-1)	5 1.90%	4 1.64%
Very ineffective (-2)	4 1.52%	8 3.28%
Don't know (0)	191 72.62%	161 65.98%
Total	263	244
Assigned Value	63	63
Total Assigned Value	526	488
% Assigned Value	11.98%	12.91%

d) identify Native Hawaiian issues that influence curriculum and instruction		
	2012	2016
Very effective (+2)	21 7.95%	20 8.37%
Somewhat effective (+1)	27 10.23%	32 13.39%
Neither effective nor ineffective (0)	14 5.30%	10 4.18%
Somewhat ineffective (-1)	3 1.14%	8 3.35%
Very ineffective (-2)	6 2.27%	8 3.35%
Don't know (0)	193	161

	73.11%	67.36%
Total	264	239
Assigned Value	54	48
Total Assigned Value	528	478
% Assigned Value	10.23%	10.04%

e) provide recommendations for training in culturally appropriate curriculum development and instruction		
	2012	2016
Very effective (+2)	19 7.22%	21 8.71%
Somewhat effective (+1)	26 9.89%	24 9.96%
Neither effective nor ineffective (0)	11 4.18%	16 6.64%
Somewhat ineffective (-1)	4 1.52%	8 3.32%
Very ineffective (-2)	7 2.66%	9 3.73%
Don't know (0)	196 74.52%	163 67.63%
Total	263	241
Assigned Value	46	40
Total Assigned Value	526	482
% Assigned Value	8.75%	8.30%

f) advocate for fairness and equity in all decisions and resource allocations related to Native Hawaiian programs and services		
	2012	2016
Very effective (+2)	20 7.63%	26 10.70%
Somewhat effective (+1)	29 11.07%	27 11.11%
Neither effective nor ineffective (0)	11 4.20%	13 5.35%
Somewhat ineffective (-1)	2 0.76%	6 2.47%
Very ineffective (-2)	4 1.53%	11 4.53%
Don't know (0)	196 74.81%	160 65.84%
Total	262	243

Assigned Value	59	51
Total Assigned Value	524	486
% Assigned Value	11.26%	10.49%
g) assist in educating administration, faculty and staff at the College about issues important to Native Hawaiians including self-determination, intellectual and cultural property rights, sanctity of land, proper pronunciation and usage of the Hawaiian language		
	2012	2016
Very effective (+2)	20 7.60%	21 8.64%
Somewhat effective (+1)	31 11.79%	31 12.76%
Neither effective nor ineffective (0)	12 4.56%	14 5.76%
Somewhat ineffective (-1)	5 1.90%	5 2.06%
Very ineffective (-2)	6 2.28%	13 5.35%
Don't know (0)	189 71.86%	159 65.43%
Total	263	243
Assigned Value	54	42
Total Assigned Value	526	486
% Assigned Value	10.27%	8.64%

Question 38: Please rate the Staff Council in fulfilling its responsibility to:		
Provide a formal voice and organization representing the staff in the administration of the campus		
	2012	2016
Very effective	14 5.28%	26 10.70%
Somewhat effective	36 13.58%	44 18.11%
Neither effective nor ineffective	19 7.17%	19 7.82%
Somewhat ineffective	5 1.89%	4 1.65%
Very ineffective	11 4.15%	7 2.88%
Don't Know	180 67.92%	143 58.85%
Total	265	243

Weighted Value	37	78
Total Weighted Value	530	486
% Weighted Value	6.98%	16.05%

Offer avenues to enhance the professionalism, skills and competencies of our staff members		
	2012	2016
Very effective	12 4.53%	22 9.05%
Somewhat effective	31 11.70%	48 19.75%
Neither effective nor ineffective	20 7.55%	17 7.00%
Somewhat ineffective	3 1.13%	3 1.23%
Very ineffective	14 5.28%	7 2.88%
Don't Know	185 69.81%	146 60.08%
Total	265	243
Weighted Value	24	75
Total Weighted Value	530	486
% Weighted Value	4.53%	15.43%

Create a working atmosphere of respect, dignity, equality and cooperation for staff members		
	2012	2016
Very effective	13 4.92%	26 10.70%
Somewhat effective	31 11.74%	38 15.64%
Neither effective nor ineffective	26 9.85%	15 6.17%
Somewhat ineffective	6 2.27%	10 4.12%
Very ineffective	9 3.41%	8 3.29%
Don't Know	179 67.80%	146 60.08%
Total	264	243
Weighted Value	33	64
Total Weighted Value	528	486

% Weighted Value	6.25%	13.17%
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Question 39: Please rate the following standing councils in achieving their goals as advisory/ recommending bodies.		
a) Chancellor's Policy, Planning, and Assessment Council (PPAC)		
	2012	2016
Very effective (+2)	17 6.46%	
Somewhat effective (+1)	31 11.79%	
Neither effective nor ineffective (0)	11 4.18%	
Somewhat ineffective (-1)	14 5.32%	
Very ineffective (-2)	8 3.04%	
Don't know (0)	182 69.20%	
Total	263	
Assigned Value	35	
Total Assigned Value	526	
% Assigned Value	6.65%	

b) Chancellor's Advisory Council (CAC)		
	2012	2016
Very effective (+2)		10 4.12%
Somewhat effective (+1)		26 10.70%
Neither effective nor ineffective (0)		18 7.41%
Somewhat ineffective (-1)		6 2.47%
Very ineffective (-2)		18 7.41%
Don't know (0)		165 67.90%
Total		243
Assigned Value		4
Total Assigned Value		486
% Assigned Value		0.82%

c) Administrative Staff Council to the Chancellor		
	2012	2016
Very effective (+2)	16 6.08%	10 4.12%
Somewhat effective (+1)	19 7.22%	18 7.41%
Neither effective nor ineffective (0)	10 3.80%	16 6.58%
Somewhat ineffective (-1)	7 2.66%	8 3.29%
Very ineffective (-2)	6 2.28%	8 3.29%
Don't know (0)	205 77.95%	183 75.31%
Total	263	243
Assigned Value	32	14
Total Assigned Value	526	486
% Assigned Value	6.08%	2.88%

d) Vice Chancellors' Advisory Council (VCAC) to the Vice Chancellors for Academic Affairs and Student Affairs		
	2012	2016
Very effective (+2)	17 6.51%	13 5.35%
Somewhat effective (+1)	25 9.58%	27 11.11%
Neither effective nor ineffective (0)	10 3.83%	16 6.58%
Somewhat ineffective (-1)	10 3.83%	7 2.88%
Very ineffective (-2)	5 1.92%	13 5.35%
Don't know (0)	194 74.33%	167 68.72%
Total	261	243
Assigned Value	39	20
Total Assigned Value	522	486
% Assigned Value	7.47%	4.12%

e) Counseling and Academic Advising Council (CAAC) to the Vice Chancellor for Student Affairs		
	2012	2016
Very effective (+2)	12 4.58%	8 3.31%
Somewhat effective (+1)	26 9.92%	23 9.50%
Neither effective nor ineffective (0)	12 4.58%	14 5.79%
Somewhat ineffective (-1)	5 1.91%	12 4.96%
Very ineffective (-2)	8 3.05%	14 5.79%
Don't know (0)	199 75.95%	171 70.66%
Total	262	242
Assigned Value	29	-1
Total Assigned Value	524	484
% Assigned Value	5.53%	-0.21%

Question 40: Please rate the performance of the following current UH/KCC leaders and governance bodies in encouraging faculty, staff, and students to participate in the discussion, planning and implementation of proposals to improve KCC's services and programs.		
1) University of Hawai`i Board of Regents		
	2012	2016
Poor (1)	39 14.77%	54 22.04%
Fair (2)	49 18.56%	42 17.14%
Good (3)	40 15.15%	32 13.06%
Excellent (4)	6 2.27%	1 0.41%
Don't know/NA (0)	130 49.24%	116 47.35%
Total	264	245
Weighted Value	281	238
Total Weighted Value	1,056	980
Weighted Value Average	1.06	0.97

Kapi`olani Community College Chancellor		
	2012	2016
Poor (1)	37 13.91%	25 10.20%
Fair (2)	54 20.30%	34 13.88%
Good (3)	71 26.69%	73 29.80%
Excellent (4)	50 18.80%	62 25.31%
Don't know/NA (0)	54 20.30%	51 20.82%
Total	266	245
Weighted Value	558	560
Total Weighted Value	1,064	980
Weighted Value Average	2.10	2.29

Kapi`olani Community College Vice Chancellors		
	2012	2016
Poor (1)	23 8.68%	33 13.52%
Fair (2)	48 18.11%	48 19.67%
Good (3)	74 27.92%	76 31.15%
Excellent (4)	61 23.02%	34 13.93%
Don't know/NA (0)	59 22.26%	53 21.72%
Total	265	244
Weighted Value	585	493
Total Weighted Value	1,060	976
Weighted Value Average	2.21	2.02

Kapi`olani Community College Administration (Deans and Directors)		
	2012	2016
Poor (1)	18 6.79%	22 9.02%
Fair (2)	44 16.60%	53 21.72%
Good (3)	84	69

	31.70%	28.28%
Excellent (4)	69 26.04%	44 18.03%
Don't know/NA (0)	50 18.87%	56 22.95%
Total	265	244
Weighted Value	634	511
Total Weighted Value	1,060	976
Weighted Value Average	2.39	2.09

Kapi`olani Community College Department Chairpersons and Unit Heads		
	2012	2016
Poor (1)	10 3.76%	18 7.35%
Fair (2)	27 10.15%	34 13.88%
Good (3)	90 33.83%	82 33.47%
Excellent (4)	93 34.96%	62 25.31%
Don't know/NA (0)	46 17.29%	49 20.00%
Total	266	245
Weighted Value	706	580
Total Weighted Value	1,064	980
Weighted Value Average	2.65	2.37

Kapi`olani Community College Faculty Senate		
	2012	2016
Poor (1)	16 6.11%	13 5.33%
Fair (2)	44 16.79%	28 11.48%
Good (3)	66 25.19%	72 29.51%
Excellent (4)	29 11.07%	52 21.31%
Don't know/NA (0)	107 40.84%	79 32.38%
Total	262	244
Weighted Value	418	493
Total Weighted Value	1,048	976

Weighted Value Average	1.60	2.02
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Kapi`olani Community College Staff Council		
	2012	2016
Poor (1)	16 6.02%	7 2.86%
Fair (2)	22 8.27%	19 7.76%
Good (3)	28 10.53%	46 18.78%
Excellent (4)	11 4.14%	25 10.20%
Don't know/NA (0)	189 71.05%	148 60.41%
Total	266	245
Weighted Value	188	283
Total Weighted Value	1,064	980
Weighted Value Average	0.71	1.16

Kapi'olani Community College Kalāualani Council		
	2012	2016
Poor (1)	10 3.79%	15 6.12%
Fair (2)	15 5.68%	15 6.12%
Good (3)	27 10.23%	35 14.29%
Excellent (4)	12 4.55%	21 8.57%
Don't know/NA (0)	200 75.76%	159 64.90%
Total	264	245
Weighted Value	169	234
Total Weighted Value	1,056	980
Weighted Value Average	0.64	0.96

Kapi`olani Community College Student Congress		
	2012	2016
Poor (1)	15 5.70%	15 6.15%
Fair (2)	23 8.75%	17 6.97%
Good (3)	22 8.37%	34 13.93%
Excellent (4)	10 3.80%	19 7.79%
Don't know/NA (0)	193 73.38%	159 65.16%
Total	263	244
Weighted Value	167	227
Total Weighted Value	1,052	976
Weighted Value Average	0.63	0.93

Question 41: How do you receive news about Kapi`olani CC? Check all that apply.		
	2012	2016
Quill (the college's Intranet)	84 31.11%	
Ohana		56 22.67%
Kapi`olani CC Bulletin	207 76.67%	173 70.04%
Kapi`olani CC website	163 60.37%	109 44.13%
Office for Institutional Effectiveness website	37 13.70%	23 9.31%
Departmental Website	46 17.04%	39 15.79%
Kapi`o website	33 12.22%	17 6.88%
Kapio print	96 35.56%	
Email listserves	168 62.22%	174 70.45%
Laulima	124 45.93%	66 26.72%
The public address system	11 4.07%	23 9.31%
Total	270	247

Question 42: What sources do you use to locate Kapi`olani CC policies?		
	2012	2016
I have not needed to locate Kapi`olani CC policies	26 9.81%	39 16.18%
`Ohana		89 36.93%
Quill	162 61.13%	
Kapi`olani CC Bulletin	41 15.47%	27 11.20%
Kapi`olani CC website	171 64.53%	141 58.51%
Office for Institutional Effectiveness website	43 16.23%	39 16.18%
Departmental website	34 12.83%	28 11.62%
Kapi`o website	7 2.64%	7 2.90%
Kapi`o print	8 3.02%	
Email listserves	33 12.45%	42 17.43%
Laulima	68 25.66%	40 16.60%
The public address syste	1 0.38%	11 4.56%
Total	265	241

Question 43: Rate the functioning of the Office for Institutional Effectiveness, or OFIE		
1) OFIE facilitated the practice of using data-based and evidence-based decision-making on campus.		
	2012	2016
Strongly Agree (+2)	51 19.10%	29 11.79%
Somewhat Agree (+1)	59 22.10%	52 21.14%
Neutral (0)	18 6.74%	24 9.76%
Somewhat Disagree (-1)	7	9

	2.62%	3.66%
Strongly Disagree (-2)	7 2.62%	10 4.07%
Don't know/NA (0)	125 46.82%	122 49.59%
Total	267	246
Assigned Value	140	81
Total Assigned Value	534	492
% Assigned Value	26.22%	16.46%

2) OFIE facilitated the development of a tactical and a strategic plan.		
	2012	2016
Strongly Agree (+2)	47 17.67%	39 15.85%
Somewhat Agree (+1)	56 21.05%	33 13.41%
Neutral (0)	19 7.14%	20 8.13%
Somewhat Disagree (-1)	2 0.75%	8 3.25%
Strongly Disagree (-2)	5 1.88%	8 3.25%
Don't know/NA (0)	137 51.50%	138 56.10%
Total	266	246
Assigned Value	138	87
Total Assigned Value	532	492
% Assigned Value	25.94%	17.68%

3) OFIE facilitated the tracking of the tactical and strategic plans.		
	2012	2016
Strongly Agree (+2)	43 16.10%	31 12.81%
Somewhat Agree (+1)	54 20.22%	38 15.70%
Neutral (0)	14 5.24%	19 7.85%
Somewhat Disagree (-1)	4 1.50%	8 3.31%
Strongly Disagree (-2)	6 2.25%	10 4.13%
Don't know/NA (0)	146	136

	54.68%	56.20%
Total	267	242
Assigned Value	124	72
Total Assigned Value	534	484
% Assigned Value	23.22%	14.88%

4) OFIE increased the institution's capability of conducting research and evaluation of program and projects' effectiveness.		
	2012	2016
Strongly Agree (+2)	54 20.22%	26 10.57%
Somewhat Agree (+1)	55 20.60%	47 19.11%
Neutral (0)	15 5.62%	21 8.54%
Somewhat Disagree (-1)	10 3.75%	13 5.28%
Strongly Disagree (-2)	7 2.62%	11 4.47%
Don't know/NA (0)	126 47.19%	128 52.03%
Total	267	246
Assigned Value	139	64
Total Assigned Value	534	492
% Assigned Value	26.03%	13.01%

5) OFIE facilitated the streamlining of the grant application and proposal submission process.		
	2012	2016
Strongly Agree (+2)	41 15.41%	31 12.65%
Somewhat Agree (+1)	41 15.41%	37 15.10%
Neutral (0)	17 6.39%	16 6.53%
Somewhat Disagree (-1)	4 1.50%	4 1.63%
Strongly Disagree (-2)	5 1.88%	9 3.67%
Don't know/NA (0)	158 59.40%	148 60.41%
Total	266	245

Assigned Value	109	77
Total Assigned Value	532	490
% Assigned Value	20.49%	15.71%

6) OFIE increased the college's ability to seek new resources and external funding.		
	2012	2016
Strongly Agree (+2)	61 23.02%	33 13.58%
Somewhat Agree (+1)	43 16.23%	46 18.93%
Neutral (0)	13 4.91%	14 5.76%
Somewhat disagree (-1)	3 1.13%	3 1.23%
Strongly Disagree (-2)	6 2.26%	9 3.70%
Don't know/NA (0)	139 52.45%	138 56.79%
Total	265	243
Assigned Value	150	91
Total Assigned Value	530	486
% Assigned Value	28.30%	18.72%

Question 44: Rate the functioning of the Office for International Affairs, or OIA.		
OIA enhanced communication between faculty, staff, and students regarding international education.		
	2012	2016
Strongly Agree (+2)	11 4.15%	11 4.51%
Somewhat Agree (+1)	40 15.09%	12 4.92%
Neutral (0)	18 6.79%	24 9.84%
Somewhat Disagree (-1)	11 4.15%	20 8.20%
Strongly Disagree (-2)	19 7.17%	32 13.11%
Don't Know/NA (0)	166 62.64%	145 59.43%

Total	265	244
Assigned Value	13	-50
Total Assigned Value	530	488
% Assigned Value	2.45%	-10.25%

OIA broadened the opportunity to establish national and international partnerships in international education.		
	2012	2016
Strongly Agree (+2)	24 9.06%	20 8.16%
Somewhat Agree (+1)	42 15.85%	35 14.29%
Neutral (0)	12 4.53%	20 8.16%
Somewhat Disagree (-1)	6 2.26%	5 2.04%
Strongly Disagree (-2)	8 3.02%	14 5.71%
Don't Know/NA (0)	173 65.28%	151 61.63%
Total	265	245
Assigned Value	68	42
Total Assigned Value	530	490
% Assigned Value	12.83%	8.57%

OIA enhanced our students' intercultural understanding and educational experiences.		
	2012	2016
Strongly Agree (+2)	22 8.33%	15 6.15%
Somewhat Agree (+1)	44 16.67%	29 11.89%
Neutral (0)	22 8.33%	24 9.84%
Somewhat Disagree (-1)	4 1.52%	10 4.10%
Strongly Disagree (-2)	7 2.65%	15 6.15%
Don't Know/NA (0)	165 62.50%	151 61.89%
Total	264	244
Assigned Value	70	19
Total Assigned Value	528	488

% Assigned Value	13.26%	3.89%
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Question 45: Rate the functioning of the Office of Academic Affairs, or OAA.		
1) OAA allowed academic administrators and personnel to better focus on improving learning outcomes.		
	2012	2016
Strongly Agree (+2)	17 6.39%	10 4.10%
Somewhat Agree (+1)	39 14.66%	35 14.34%
Neutral (0)	24 9.02%	24 9.84%
Somewhat Disagree (-1)	7 2.63%	9 3.69%
Strongly Disagree (-2)	8 3.01%	12 4.92%
Don't know/NA (0)	171 64.29%	154 63.11%
Total	266	244
Assigned Value	50	22
Total Assigned Value	532	488
% Assigned Value	9.40%	4.51%

2) OAA allowed academic administrators and personnel to focus better on improving teaching processes.		
	2012	2016
Strongly Agree (+2)	16 6.02%	11 4.51%
Somewhat Agree (+1)	37 13.91%	29 11.89%
Neutral (0)	25 9.40%	24 9.84%
Somewhat Disagree (-1)	5 1.88%	12 4.92%
Strongly Disagree (-2)	9 3.38%	13 5.33%
Don't know/NA (0)	174 65.41%	155 63.52%
Total	266	244

Assigned Value	46	13
Total Assigned Value	532	488
% Assigned Value	8.65%	2.66%

3) OAA allowed more effective and efficient use of resources (e.g.,human, physical, technological, and financial) within and between programs.		
	2012	2016
Strongly Agree (+2)	16 6.08%	8 3.28%
Somewhat Agree (+1)	30 11.41%	24 9.84%
Neutral (0)	30 11.41%	23 9.43%
Somewhat Disagree (-1)	7 2.66%	11 4.51%
Strongly Disagree (-2)	9 3.42%	16 6.56%
Don't know/NA (0)	171 65.02%	162 66.39%
Total	263	244
Assigned Value	37	-3
Total Assigned Value	526	488
% Assigned Value	7.03%	-0.61%

4) OAA promoted uniformly measurable standards to be applied to all programs.		
	2012	2016
Strongly Agree (+2)	15 5.64%	8 3.29%
Somewhat Agree (+1)	27 10.15%	23 9.47%
Neutral (0)	29 10.90%	25 10.29%
Somewhat Disagree (-1)	2 0.75%	8 3.29%
Strongly Disagree (-2)	9 3.38%	15 6.17%
Don't know/NA (0)	184 69.17%	164 67.49%
Total	266	243
Assigned Value	37	1

Total Assigned Value	532	486
% Assigned Value	6.95%	0.21%

Question 46: Rate the functioning of the Center for Excellence in Learning, Teaching & Technology, or CELTT.		
CELTT enhanced the campus capacity to offer online and hybrid courses.		
	2012	2016
Strongly Agree (+2)	107 40.38%	65 26.86%
Somewhat Agree (+1)	77 29.06%	61 25.21%
Neutral (0)	17 6.42%	22 9.09%
Somewhat Disagree (-1)	4 1.51%	6 2.48%
Strongly Disagree (-2)	4 1.51%	8 3.31%
Don't know/NA (0)	56 21.13%	80 33.06%
Total	265	242
Assigned Value	279	169
Total Assigned Value	530	484
% Assigned Value	52.64%	34.92%

CELTT provided more professional development opportunities.		
	2012	2016
Strongly Agree (+2)	102 38.49%	75 30.99%
Somewhat Agree (+1)	93 35.09%	79 32.64%
Neutral (0)	19 7.17%	26 10.74%
Somewhat Disagree (-1)	6 2.26%	10 4.13%
Strongly Disagree (-2)	8 3.02%	8 3.31%
Don't Know/NA (0)	37 13.96%	44 18.18%
Total	265	242
Assigned Value	275	203
Total Assigned Value	530	484
% Assigned Value	51.89%	41.94%

4) CELTT sufficiently supported technology-enhanced teaching and learning experience.		
	2012	2016
Strongly Agree (+2)	112 42.11%	84 35.00%
Somewhat Agree (+1)	81 30.45%	71 29.58%
Neutral (0)	17 6.39%	22 9.17%
Somewhat Disagree (-1)	11 4.14%	4 1.67%
Strongly Disagree (-2)	6 2.26%	11 4.58%
Don't Know/NA (0)	39 14.66%	48 20.00%
Total	266	240
Assigned Value	282	213
Total Assigned Value	532	480
% Assigned Value	53.01%	44.38%

5) CELTT provided sufficient technological support for campus operation.		
	2012	2016
Strongly Agree (+2)	115 43.56%	97 40.08%
Somewhat Agree (+1)	87 32.95%	74 30.58%
Neutral (0)	14 5.30%	17 7.02%
Somewhat Disagree (-1)	13 4.92%	9 3.72%
Strongly Disagree (-2)	6 2.27%	12 4.96%
Don't Know/N/A (0)	29 10.98%	33 13.64%
Total	264	242
Assigned Value	292	235
Total Assigned Value	528	484
% Assigned Value	55.30%	48.55%

Question 47: Rate the functioning of the Office for Administrative Services, or OAS.		
1) OAS promoted a safe physical learning and working environment for students, faculty, and staff.		
	2012	2016
Strongly Agree (+2)	28 10.61%	22 8.98%
Somewhat Agree (+1)	66 25.00%	61 24.90%
Neutral (0)	32 12.12%	34 13.88%
Somewhat Disagree (-1)	14 5.30%	21 8.57%
Strongly Disagree (-2)	12 4.55%	18 7.35%
Don't know/NA (0)	112 42.42%	89 36.33%
Total	264	245
Assigned Value	84	48
Total Assigned Value	528	490
% Assigned Value	15.91%	9.80%

2) OAS improved efficiency in matters of human resources.		
	2012	2016
Strongly Agree (+2)	10 3.76%	16 6.56%
Somewhat Agree (+1)	38 14.29%	42 17.21%
Neutral (0)	33 12.41%	31 12.70%
Somewhat Disagree (-1)	27 10.15%	23 9.43%
Strongly Disagree (-2)	44 16.54%	26 10.66%
Don't know/NA (0)	114 42.86%	106 43.44%
Total	266	244
Assigned Value	-57	-1
Total Assigned Value	532	488
% Assigned Value	-10.71%	-0.20%

3) OAS improved efficiency in matters of finance through the Business Office.		
	2012	2016
Strongly Agree (+2)	5 1.87%	8 3.27%
Somewhat Agree (+1)	17 6.37%	36 14.69%
Neutral (0)	30 11.24%	32 13.06%
Somewhat Disagree (-1)	30 11.24%	25 10.20%
Strongly Disagree (-2)	60 22.47%	29 11.84%
Don't know/NA (0)	125 46.82%	115 46.94%
Total	267	245
Assigned Value	-123	-31
Total Assigned Value	534	490
% Assigned Value	-23.03%	-6.33%

4) OAS improved efficiency in matters of campus physical operations management.		
	2012	2016
Strongly Agree (+2)	11 4.12%	9 3.70%
Somewhat Agree (+1)	47 17.60%	38 15.64%
Neutral (0)	31 11.61%	38 15.64%
Somewhat Disagree (-1)	24 8.99%	24 9.88%
Strongly Disagree (-2)	23 8.61%	20 8.23%
Don't know/NA (0)	131 49.06%	114 46.91%
Total	267	243
Assigned Value	-1	-8
Total Assigned Value	534	486
% Assigned Value	-0.19%	-1.65%

5) OAS's information and technology infrastructure (e.g., online request, online training) facilitated administrative service processes.		
	2012	2016
Strongly Agree (+2)	16 6.02%	18 7.38%
Somewhat Agree (+1)	52 19.55%	48 19.67%
Neutral (0)	35 13.16%	29 11.89%
Somewhat Disagree (-1)	8 3.01%	11 4.51%
Strongly Disagree (-2)	12 4.51%	18 7.38%
Don't know/NA (0)	143 53.76%	120 49.18%
Total	266	244
Assigned Value	52	37
Total Assigned Value	532	488
% Assigned Value	9.77%	7.58%

Question 48: Rate the functioning of Kahikoluamea		
1) Kahikoluamea supported first-year college students in their transition to college level coursework.		
	2012	2016
Strongly Agree (+2)	71 26.59%	
Somewhat Agree (+1)	50 18.73%	
Neutral (0)	19 7.12%	
Somewhat Disagree (-1)	2 0.75%	
Strongly Disagree (-2)	7 2.62%	
Don't Know/NA (0)	118 44.19%	
Total	267	
Assigned Value	176	
Total Assigned Value	534	
% Assigned Value	32.96%	

2) Kahikoluamea promoted Hawaiian values in the learning experience of first-year college students.		
	2012	2016
Strongly Agree (+2)	46 17.23%	
Somewhat Agree (+1)	51 19.10%	
Neutral (0)	29 10.86%	
Somewhat Disagree (-1)	2 0.75%	
Strongly Disagree (-2)	4 1.50%	
Don't Know/NA (0)	135 50.56%	
Total	267	
Assigned Value	133	
Total Assigned Value	534	
% Assigned Value	24.91%	

3) Kahilokuamea enhanced first-year students' learning experience by guiding them through learning pathways.		
	2012	2016
Strongly Agree (+2)	47 17.60%	
Somewhat Agree (+1)	49 18.35%	
Neutral (0)	21 7.87%	
Somewhat Disagree (-1)	6 2.25%	
Strongly Disagree (-2)	9 3.37%	
Don't Know/NA (0)	135 50.56%	
Total	267	
Assigned Value	119	
Total Assigned Value	534	
% Assigned Value	22.28%	

Appendix B: Calculating with Assigned Values

To facilitate comparison between the 2012 and 2016 results, questions using a Likert scale were assigned weighted values. For example, items containing the options “strongly agree,” “somewhat agree,” “neutral,” “somewhat disagree,” and “strongly disagree” were assigned the following values: 2, 1, 0, -1, -2, respectively. Questions containing the option “don’t know/NA” were assigned a value of 0. These values, referred to as “assigned values,” were then multiplied by the number of responses each option received. The resulting values (calculated assigned value, total possible assigned value, and % assigned value) provided insight as to how the survey participants as an aggregate responded to each question. Below are examples demonstrating how each of these values were calculated.

Calculated Assigned Value

In 2012, 68 people responded “strongly agree” to Question 6. To determine the assigned value for this category, these 68 responses were multiplied by a factor of 2 to get an assigned value of 136. In the same question, 81 people responded “somewhat agree.” This value of 81 was multiplied by a value of 1 to get the assigned value of 81. 26 people reported “neutral.” This category was assigned a factor of 0, so 26 responses were multiplied by 0 to get a weighted value of 0. 9 responses were collected in the “somewhat disagree” category. These 9 responses were multiplied by a factor of -1 to get an assigned/weighted value of -9. The “strongly disagree” category received 8 responses. These 8 responses were multiplied by a factor of -2 to get an assigned/weighted value of -16. These assigned category values were then summed to produce the calculated assigned value for the item: $136 + 81 + 0 + -9 + -16 = 200$.

Total Possible Assigned Value

Total possible assigned value is equal to the number of responses received for each question multiplied by the maximum assigned value. For instance, using the “strongly agree” to “strongly disagree” scale described above, the maximum assigned value is 2 (on a scale of -2 to +2). Thus, if the total number of participants who responded to Question 6 is 300, the total possible assigned value is 600 (300×2).

% Assigned Value

% Assigned value is calculated by dividing the calculated assigned value by the total possible assigned value. Drawing on the examples above, this would result in a value of 67.67% ($200/300$). % Assigned value is useful because it indicates where on the spectrum the respondents fall as an aggregate. For instance, if the majority of respondents chose “strongly agree” the % assigned value will be closer to 100%. In contrast, if the majority of respondents chose “strongly disagree,” which has a negative assigned value, the % assigned value will be negative. In sum, the larger the % assigned value, the more the respondents “agreed” or “strongly agreed” with the statement in the given item.

Assigned Value Average

In several cases, Likert scale questions are assigned values on a scale of 0 to +4 rather than -2 to +2. For instance, an item with the options “greatly,” “to some degree,” “a little,” and “not at all,” and “don’t know/NA,” would be assigned the values +4 to 0 respectively. For these Likert questions, an additional value was calculated: assigned value average. Assigned value average equals the calculated assigned value divided by the total number of respondents. This value represents the average response. For example, an assigned value average of 3.5 means that the average response of participants was somewhere between “greatly” and “to some degree.”

In cases where the majority of participants responded either “neutral” or “don’t know/NA,” meaning that the assigned value average would remain close to 0. In these scenarios, the calculated assigned value does not provide a complete picture; if the majority of responses are “don’t know/NA” and there is a small number of “excellent” and “good,” then the average weighted value would result in a lower score. For example, see Equation 1 below, where x = 30 responses of “good” (weighted value of 3), y=32 responses of “excellent” (assigned value of 4) and z=203 responses of “don’t know/NA” (assigned value of 0).

Equation 1: $(\frac{3x+4y+0z}{265})$

Here, the resulting average weighted value is 1.22; because most of the responses had a weighted value of 0, the number was lowered. Thus, large numbers of “don’t know/NA” responses skew the calculation.

Example

Strongly Agree (+2)	3 1.04%
Somewhat Agree (+1)	1 0.35%
Neutral (0)	60 20.83%
Somewhat Disagree (-1)	1 0.35%
Strongly Disagree (-2)	1 1.04%
Don’t Know/NA (0)	220 76.39%
Total Number of Responses Collected	288
Calculated Assigned Value	4
Maximum Assigned Value Possible	576
% Assigned Value	0.69%

This example demonstrates when the number of don’t know/NA/Neutral answers being the majority of responses collected. While the % assigned value is above 0 it is considered negligible (since it is <1%).

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