

Abstract

Last administered in 2016 as the "Closing the Loop" survey, the 2018 "Getting Better at Getting Better" survey aimed to elicit a portrait of the overall atmosphere of Kapi`olani Community College for upcoming accreditation purposes. The survey consisted of 51 questions and received 204 responses out of a possible 606 members of faculty and staff, for a response rate of 33.7%. Results suggest that faculty's and staff's perceptions of campus performance have remained generally consistent since 2016. Approval of the performances of the Office for Administrative Services (OAS) and Auxiliary Services has increased and the rating of the safety and sufficiency of the institution's facilities has improved. The areas of 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 have maintained their 2016 evaluation levels.

Methods

Participants & Data Collection

The 2018 "Getting Better at Getting Better" survey was created and administered via Survey Monkey. The survey was adapted from the 2016 "Closing the Loop" Survey. Questions that were no longer relevant to the campus were removed (e.g. questions regarding departments that were either renamed or dissolved) and an effort was made to shorten the survey. The survey was conducted between November 14th, 2017, and December 20th, 2017, and reminders were sent twice a week via the chancellor's office.

Analysis

The survey consisted of four types of questions: 1) Yes/No; 2) Select all that apply; 3) multiple choice and 4) Likert scale. Responses to the 2012, 2016 and 2018 surveys were compared item by item in order to detect changes in campus climate over the past four years. Please see the Appendices 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 comparison of changes from 2012 and 2016 to 2018.

Where possible, multiple choice questions were evaluated as Likert scale type questions by using the "Don't Know/Not Applicable" response category as an implied neutral point in a Likert scale. To facilitate comparison, multiple choice questions were assigned weighted values. For example, items containing the options "strongly agree," "somewhat agree," "somewhat disagree," and "strongly disagree" were assigned the

following values: 2, 1, -1, and -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.

There were no significant differences in the distribution of respondents in the 2016 and 2018 surveys on their Department or Unit (question 1), Employment status (question 2), employment classification (question 3) or if their work was in an instructional setting (question 4). The distribution of respondents between 2016 and 2018 with regards to classification narrowly misses significance at $p < .05$ ($p = .065$). The principal shift in the distribution of respondents by classification is for instructional faculty (from 38.6% in 2016 to 45.1% in 2018) and non-instructional faculty and lecturers (from 33.1% in 2016 to 22.6% in 2018). The percentage of respondents in 2018 who had served as Department chairs was 9.5%, an increase from 3.8% in 2016. This increase was significant ($p < .05$) by Chi-Square test. All Chi-Square tests excluded Don't Know/Not Applicable (DK/NA) responses from the test and all calculations associated with it. Question response percentages reported in Appendix A do include DK/NA responses in the totals and cell percentages.

Summary of Results

Areas seeing improvement

Campus perception of the effectiveness of the Business Office and Auxiliary Services was significantly higher in 2018 when compared to 2016 (Question 19). Ratings of the Business Office as 'greatly' or 'to some degree' facilitating student success improved from 47.1% in 2016 to 60.3% in 2018 and for Auxiliary Services from 64.3% to 74.1%

Staffing levels for Teaching Faculty and Administrative Support Staff were viewed as significantly improved in 2018, with 40.1% of 2018 survey respondents saying they agreed there were adequate levels of teaching faculty as opposed to 24.7% of 2016 respondents and 50% of 2018 respondents agreeing there were adequate levels of administrative support staff as opposed to 32.4% indicating this in 2016. (Question 25 items 4 and 10).

Finally, both efforts to improve campus facilities and the quality of campus facilities were seen as improved in 2018 (Question 26, item 1 and Question 29) with the percentage of respondents agreeing that facilities were adequate rising from 28.8% in 2016 to 45.7%

in 2018. In 2018 50% of respondents had been asked to evaluate the state of campus facilities where only 13.8% had been so asked in 2016. All differences were significant at $p < .05$ by Chi-Square testing.

Areas needing substantial attention

The response rate for the 2018 survey was 33.7%, a decline from the response rate for the 2016 survey of 61.6%. This suggests that the "survey fatigue" phenomenon may have transpired between the 2016 and 2018 survey administrations.

Responses to two questions related to assessment indicated increased resistance to the practice. Question 7 item 5 asked if respondents participated in Student Learning Outcome development. While percentages of those in agreement were steady from 2016 to 2018, there was an increase of those in strong disagreement from 1.5% in 2016 to 11.3% in 2018. This change is largely responsible for the finding of a significant difference ($p < .05$) on this question between the 2016 and 2018 results by Chi-Square. Given the wording of this question and the response categories, it is not clear if respondents were expressing participation in SLO development or agreement with the concept of SLO development. For this question, the response option of neutral was eliminated in 2018. If the categories of neutral and don't know/not applicable are combined then the percent indicating such response rises from 17.2% in 2012 to 25.6% in 2016 to 30.4% in 2018, which suggests that there is a larger group that increasingly regards assessment efforts not with hostility but indifference. For all items in Question 7, the percentage of don't know/not applicable responses is between a quarter and a third of all respondents for the 2018 survey as opposed to a range of 4 to 13% in the 2016 survey. The "don't know/not applicable" answers for Question 7 in the 2018 survey may help identify the population who do not see the relevance or benefit from efforts at assessment.

Question 7 item 6 asks if respondents are willing to work with their colleagues on outcome assessment. In 2018 58% of respondents agreed with this statement, down from 84.2% in 2016

Areas with little change

Results suggest that the majority of the areas covered by this survey saw little change from 2016.

Usefulness of support services for teaching, faculty understanding of departmental budget, participation in organizations, councils, committees, etc., have all remained generally consistent since 2016. Questions regarding the Kapi'olani CC mission

statement, library services, qualifications of employees, parking, ability to give input on decisions, the effectiveness of AGOs, councils, UH leaders and offices all showed no significant difference in response distribution between 2016 and 2018.

There was little improvement in the responses to questions asking if college policies are equitably applied (question 25 item 3) and evaluating the effectiveness of the Kapiʻolani CC Chancellor (question 42), but there was not a statistically significant difference in response distribution between the 2016 and fall 2017. The Interim Chancellor has been in this position since June 3, 2016.

The questions on faculty reflection on teaching practices, equipment needed, access to equipment were among the 2016 questions removed from the 2018 survey.

Areas reflecting lack of knowledge

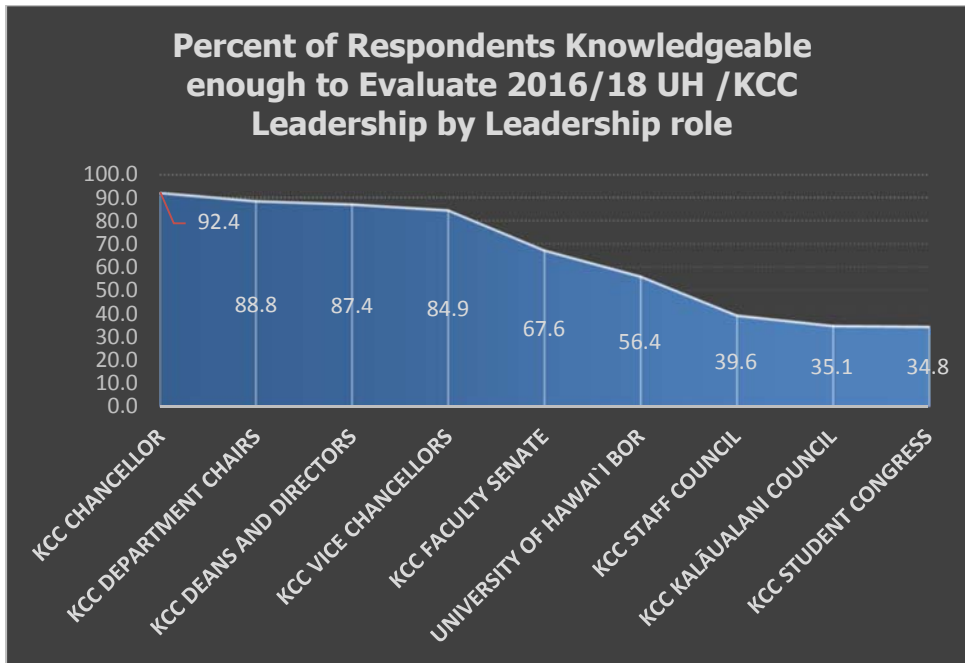
A number of questions received large proportions of “don’t know/NA” or DK/NA responses, suggesting issues with a lack of knowledge about departments and/or resources. Questions 38 (re Kalāualani) 39 (Hawaiʻi Papa O Ke Ao) 40 (staff council) and 41 (standing councils), asked participants to weigh in on how effective various groups/individuals are at achieving their goals.

Questions 45 (Office for Institutional Effectiveness), 46 (Office for International Affairs), 47 (Office of Academic Affairs), 49 (Office of Student Affairs) and 51 (Office of Community and Continuing Education) ask participants to rate the functioning of these offices. These offices received high proportions of “don’t know/NA” responses; between 40 and 69% of respondents chose the “don’t know/NA” option in 2018. The offices with less than 40% don’t know/Not Applicable responses were the Honda International Center (Sub item within Question 46, 18% DK/NA), CELLT (Question 48, range of 5 to 23% DK/NA) and the Office for Administrative Services (Question 50, range of 29 to 43% DK/NA).

The percent of “don’t know” responses for each office changed little from 2016 to 2018, indicating no improvement in familiarity with the activities of these offices among the broader campus community between 2016 and 2018. 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 42 asked for evaluations of leadership roles within the University of Hawaiʻi system and Kapiʻolani CC. The proportion of responses indicating enough awareness of the leadership roles to be able to evaluate them gives an approximate mental map of the place these leadership roles occupy in the collective consciousness of the survey responders. These roles cluster into three groups: Administrative and Faculty leadership, System and faculty legislative leadership and Kapiʻolani CC Councils. While

approximately 90% of respondents are able to evaluate Kapi'olani Faculty and Administrative leadership, only two-thirds of respondents are able to evaluate the Kapi'olani CC faculty senate and 56% able to evaluate the University of Hawai'i Board of Regents. The various councils at Kapi'olani CC have between 35 and 40 percent of respondents able to evaluate them



Conclusion

Comparison of the 2018 survey to 2016 indicates perceived improvement in the areas of staffing, facilities quality and maintenance and performance by the business office and auxiliary services. When looking at responses related to specific offices (questions 38 onward), the majority of these responses were in the “don’t know/NA” category, indicating an ongoing need to communicate their roles and responsibilities to the campus.

Appendix A: Survey Results

Characteristics of Survey Respondents

Question 1: Department/Unit			
	2012	2016	2018
Business, Legal Education and Technology	27 7.67%	16 4.38%	9 4.57%
Culinary Arts	17 4.83%	17 4.66%	9 4.57%
Emergency Medical Services	6 1.70%	7 1.92%	4 2.03%
Health Sciences	23 6.53%	20 5.48%	13 6.60%
Honda International Center			2 1.02%
Kahikoluamea	22 6.25%	2 0.55%	
Hospitality and Tourism Education	9 2.56%	8 2.19%	6 3.05%
Arts and Humanities	46 13.07%	43 11.78%	23 11.68%
Center for Excellence in Learning, Teaching and Technology	2 0.57%	12 3.29%	5 2.54%
Language, Linguistics and Literature	55 15.63%	41 11.23%	16 8.12%
Library & Learning Resources	17 4.83%	11 3.01%	5 2.54%
Math & Sciences	34 9.66%	42 11.51%	22 11.17%
Nursing	10 2.84%	12 3.29%	9 4.57%
Social Sciences	13 3.69%	12 3.29%	6 3.05%
Student Services	22 6.25%	43 11.78%	23 11.68%
Community and Continuing Education	13 3.69%	15 4.11%	4 2.03%
Other Administrative or Support Office	36 10.23%	64 17.53%	41 20.81%
Total	352	365	197

Question 2: Are you a full-time or part-time employee at the college?			
	2012	2016	2018
			*This is Question 2 in 2018

Full time	281 78.49%	304 82.38%	175 87.50%
Part Time	77 21.51%	65 17.62%	25 12.50%
Total	358	369	200

Question 3: You are a(n):			*This is Question 3 in 2018
	2012	2016	2018
Faculty--Instructional	162 44.88%	139 38.61%	92 45.10%
Faculty--Non-Instructional	53 14.68%	53 14.72%	19 9.31%
Lecturer	67 18.56%	66 18.33%	27 13.24%
Administrative, Professional, and Technical Staff (APT)	47 13.02%	63 17.50%	38 18.63%
Civil Service Staff	23 6.37%	31 8.61%	17 8.33%
Administrator	9 2.49%	8 2.22%	11 5.39%
Total	361	360	204

Question 4: Does your work involve students directly in instructional settings?			*This is Question 4 in 2018
	2012	2016	2018
Yes	247 68.99%	240 64.86%	130 64.04%
No	111 31.01%	130 35.14%	73 35.96%
Total	358	370	203

Question 5: Do you currently serve as a department chair? (2012, 2016) Do you currently serve or have you served, in the last five years, as a department chair or unit head? (2018)			*This is Question 5 in 2018
	2012	2016	2018
Yes	16	8	19

	7.31%	3.83%	9.45%
No	203 92.69%	201 96.17%	182 90.55%
Total	219	209	201

Question 6 (2018) Enrollment declines in the last few years have impacted my department/unit/program.			*This is Question 6 in 2018
	2012	2016	2018
Strongly Agree			42 20.69%
Somewhat Agree			84 41.38%
Somewhat Disagree			24 11.82%
Strongly Disagree			27 13.30%
Don't Know/NA			26 12.81%
Total			203

Question 7 (2012,2016): Please rate the following items: (IIA)

1) I have actively used the student learning assessment results to address the weak areas of student learning.			*This is Question 7 in 2018
	2012	2016	2018

Strongly Agree (+2)	68 30.36%	62 30.10%	62 31.96%
Somewhat Agree (+1)	81 36.16%	82 39.81%	62 31.96%
Neutral (0)	26 11.61%	25 12.14%	0.00%
Somewhat Disagree (-1)	9 4.02%	4 1.94%	9 4.64%
Strongly Disagree (-2)	8 3.57%	15 7.28%	6 3.09%
Don't Know/NA (0)	32 14.29%	18 8.74%	55 28.35%
Total	224	206	194
Assigned Value	192	172	165
Total Assigned Value	448	412	412
% Assigned Value	42.86%	41.75%	40.05%

2) Student learning assessment results are a great guide for me to make improvements to my teaching.			
	2012	2016	2018
Strongly Agree (+2)	69 31.36%	49 24.26%	65 33.51%
Somewhat Agree (+1)	77 35.00%	66 32.67%	48 24.74%
Neutral (0)	28 12.73%	37 18.32%	
Somewhat Disagree (-1)	8 3.64%	15 7.43%	9 4.64%
Strongly Disagree (-2)	6 2.73%	13 6.44%	8 4.12%
Don't Know/NA (0)	32 14.55%	22 10.89%	64 32.99%
Total	220	202	194
Assigned Value	195	123	153
Total Assigned Value	440	404	388
% Assigned Value	44.32%	30.45%	39.43%

3) I actively engage in student learning outcome assessment.			
	2012	2016	2018
Strongly Agree (+2)	91 41.55%	86 43.65%	91 47.15%
Somewhat Agree (+1)	73 33.33%	60 30.46%	39 20.21%

Neutral (0)	17 7.76%	8 4.06%	
Somewhat Disagree (-1)	12 5.48%	8 4.06%	5 2.59%
Strongly Disagree (-2)	5 2.28%	13 6.60%	8 4.15%
Don't Know/NA (0)	21 9.59%	22 11.17%	50 25.91%
Total	219	197	193
Assigned Value	233	198	200
Total Assigned Value	438	394	386
% Assigned Value	53.20%	50.25%	51.81%

4) My student learning competencies/outcomes at the course level are clearly aligned with the program level student learning outcomes.

	2012	2016	2018
Strongly Agree (+2)	103 46.61%	92 45.32%	78 40.21%
Somewhat Agree (+1)	68 30.77%	72 35.47%	35 18.04%
Neutral (0)	21 9.50%	14 6.90%	
Somewhat Disagree (-1)	2 0.90%	5 2.46%	5 2.58%
Strongly Disagree (-2)	1 0.45%	3 1.48%	4 2.06%
Don't Know/NA (0)	26 11.76%	17 8.37%	72 37.11%
Total	221	203	194
Assigned Value	270	245	178
Total Assigned Value	442	406	388
% Assigned Value	61.09%	60.34%	45.88%

5) I participated in the development of program level student learning outcomes.

	2012	2016	2018
Strongly Agree (+2)	81 43.78%	72 36.18%	62 31.96%
Somewhat Agree (+1)	38 33.33%	44 33.33%	39 33.33%

Neutral (0)	12 6.49%	25 12.56%	
Somewhat Disagree (-1)	20 10.81%	29 14.57%	12 6.19%
Strongly Disagree (-2)	1 0.54%	3 1.51%	22 11.34%
Don't Know/NA (0)	33 17.84%	26 13.07%	59 30.41%
Total	185	199	194
Assigned Value	178	153	107
Total Assigned Value	370	398	388
% Assigned Value	48.11%	38.44%	27.58%

6) I am willing to work with my colleagues on student learning outcome assessment.			
	2012	2016	2018
Strongly Agree (+2)	134 54.92%	107 52.71%	74 37.95%
Somewhat Agree (+1)	59 24.18%	64 31.53%	39 20.00%
Neutral (0)	7 2.87%	17 8.37%	
Somewhat Disagree (-1)	3 1.23%	1 0.49%	10 5.13%
Strongly Disagree (-2)	8 3.28%	6 2.96%	21 10.77%
Don't Know/NA (0)	33 13.52%	8 3.94%	51 26.15%
Total	244	203	195
Assigned Value	308	265	135
Total Assigned Value	488	406	390
% Assigned Value	63.11%	65.27%	34.62%

7) I will be more willing to do student learning outcome assessment if examples are available for me to adopt.			
	2012	2016	2018
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%	

7) More student learning outcomes assessment professional development is needed.			
			2018
Strongly Agree (+2)			48 24.74%
Somewhat Agree (+1)			58 29.90%
Neutral (0)			
Somewhat Disagree (-1)			26 13.40%
Strongly Disagree (-2)			15 7.73%
Don't Know/NA (0)			47 24.23%
Total			194
Assigned Value			98
Total Assigned Value			388
% Assigned Value			25.26%

8) I know where to find assistance on developing student learning outcome assessment.			
	2012	2016	2018
Strongly Agree (+2)	84 38.18%	77 37.75%	67 34.54%
Somewhat Agree (+1)	68 30.91%	53 25.98%	51 26.29%
Neutral (0)	29	20	

	13.18%	9.80%	
Somewhat Disagree (-1)	10 4.55%	24 11.76%	15 7.73%
Strongly Disagree (-2)	15 6.82%	16 7.84%	10 5.15%
Don't Know/NA (0)	14 6.36%	14 6.86%	51 26.29%
Total	220	204	194
Assigned Value	196	151	150
Total Assigned Value	440	408	388
% Assigned Value	44.55%	37.01%	38.66%

9) I do not see the value in student learning outcome assessment.			
	2012	2016	2018
Strongly Agree (+2)	13 5.94%	15 7.35%	8 4.10%
Somewhat Agree (+1)	12 5.48%	18 8.82%	17 8.72%
Neutral (0)	25 11.42%	41 20.10%	
Somewhat Disagree (-1)	46 21.00%	27 13.24%	43 22.05%
Strongly Disagree (-2)	112 51.14%	95 46.57%	88 45.13%
Don't Know/NA (0)	11 5.02%	8 3.92%	39 20.00%
Total	219	204	195
Assigned Value	-232	-169	-186
Total Assigned Value	438	408	390
% Assigned Value	- 52.97%	- 41.42%	- 47.69%

Question 8: What teaching methods do you use in your class? Check all that apply. (II.A.)			*This is Question 8 in 2018
	2012	2016	2018
Lecture	173 80.47%	164 82.83%	109 73.65%
Lecture and Lab	100 46.51%	92 46.46%	60 40.54%
Collaborative Projects	120 55.81%	106 53.54%	84 56.76%

Group Work	166 77.21%	145 73.23%	100 67.57%
Small group discussion	158 73.49%	145 73.23%	97 65.54%
Individual Student presentations	125 58.14%	114 57.58%	80 54.05%
Group presentations	109 50.70%	104 52.53%	78 52.70%
Performance activities	70 32.56%	58 29.29%	49 33.11%
Observation	82 38.14%	71 35.86%	51 34.46%
Practical Application	111 51.63%	88 44.44%	64 43.24%
Demonstration	120 55.81%	97 48.99%	77 52.03%
Multimedia presentation	123 57.21%	102 51.52%	76 51.35%
Team teaching	41 19.07%	42 21.21%	30 20.27%
Workshop/seminar	43 20.00%	48 24.24%	28 18.92%
Service learning	51 23.72%	49 24.75%	33 22.30%
Socratic method	70 32.56%	70 35.35%	48 32.43%
Problem-based learning	95 44.19%	92 46.46%	67 45.27%
In-class projects	107 49.77%	100 50.51%	73 49.32%
Out-of-class projects	107 49.77%	94 47.47%	70 47.30%
Role-play	62 28.84%	58 29.29%	41 27.70%

Question 8 continued

Supplemental on-line materials and activities	108 50.23%	103 52.02%	72 48.65%
Games	71 33.02%	57 28.79%	11 7.43%
Computer assisted simulations	37 17.21%	41 20.71%	31 20.95%
Clinicals	25	24	

	11.63%	12.12%	
Practicum/clinicals/internships/externships/fieldwork			22 14.86%
Flipped classroom			32 21.62%
Practicum	24 11.16%	21 10.61%	
Undergraduate research			30 20.27%
Other (please specify)	13 6.05%	22 11.11%	22 14.86%
Total	215	198	148

Question 9: What assessment methods do you use in your class? Check all that apply. (II.A.)	*This is Question 9 in 2018		
	2012	2016	2018
Tests	152 70.70%	134 68.02%	99 66.00%
Multiple Choice tests	132 61.40%	115 58.38%	83 55.33%
Fill-in-the-blank tests	82 38.14%	73 37.06%	58 38.67%
True/False tests	76 35.35%	68 34.52%	57 38.00%
Matching tests	67 31.16%	49 24.87%	45 30.00%
Essay tests	99 46.05%	87 44.16%	58 38.67%
Quizzes	153 71.16%	130 65.99%	93 62.00%
Written paper/report	158 73.49%	135 68.53%	90 60.00%
Oral presentations	130 60.47%	114 57.87%	86 57.33%

Oral interview	37 17.21%	21 10.66%	32 21.33%
Multimedia	47 21.86%	37 18.78%	22 14.67%
Written portfolio	51 23.72%	27 13.71%	18 12.00%

E-portfolio	22 10.23%	33 16.75%	15 10.00%
Demonstrations	57 26.51%	53 26.90%	36 24.00%
Performance	54 25.12%	44 22.34%	35 23.33%
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%	26 17.33%
Other	24 11.16%	30 15.23%	34 22.67%
Total	215	197	150

Question 10: How is the process of inputting course proposal(s) through Kualiti Student Curriculum Management? (II.A.)	*This is Question 10 in 2018		
	2012	2016	2018
I did not submit course proposals through Kualiti. Does not apply (0)	127 56.95%	143 72.22%	102 56.67%
Very easy (+2)	5 2.24%	6 3.03%	5 2.78%
Somewhat easy (+1)	30 13.45%	25 12.63%	21 11.67%
Somewhat difficult (-1)	42 18.83%	17 8.59%	36 20.00%
Very difficult (-2)	19 8.52%	7 3.54%	16 8.89%
Total	223	198	180
Assigned Value	-40	6	-37
Total Assigned Value	446	396	360
% Assigned Value	-8.97%	1.52%	10.28%

Question 11: Are you aware that the courses that you teach need to go through a curriculum review process every five years? (II.A.)2	*This is Question 11 in 2018		
	2012	2016	2018
Yes	185 84.47%	170 86.29%	138 86.79%
No	34 15.53%	27 13.71%	21 13.21%

Total	219	197	159
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Question 12: 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	2018
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	2018
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	2018
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	2018
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	2018
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	2018
Yes	200 95.69%	175 92.59%	
No	9 4.31%	14 7.41%	
Total	209	189	

Question 13: 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.)			<small>*This is Question 12 in 2018</small>
	2012	2016	2018
Yes	116 52.49%	109 54.77%	108 58.38%
No	34 15.38%	27 13.57%	22 11.89%
No Opinion	71 32.13%	63 31.66%	55 29.73%
Total	221	199	185

Question 14: Have you taught a distance delivery class (e.g., completely online, cable TV, off-site) since Fall 2011? (III.B.)			<small>*This is Question 13 in 2018</small>
	2012	2016	2018
Yes	75 33.94%	67 33.67%	47 25.97%
No	146 66.06%	132 66.33%	134 74.03%
Total	221	199	181

Question 15: 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.)			*This is Question 14 in 2018
	2012	2016	2018
Very Satisfied (+2)	27 35.53%	16 23.53%	19 13.77%
Somewhat Satisfied (+1)	26 34.21%	24 35.29%	34 24.64%
Neither Satisfied or dissatisfied (0)	12 15.79%	11 16.18%	65 47.10%
Somewhat dissatisfied (-1)	11 14.47%	11 16.18%	12 8.70%
Very dissatisfied (-2)	0 0.00%	6 8.82%	8 5.80%
Total	76	68	138
Assigned Value	69	33	44
Total Assigned Value	152	136	276
% Assigned Value	45.39%	24.26%	15.94%

Question 16: Are you aware of the college's mission statement? (I.A.)			*This is Question 15 in 2018
	2012	2016	2018
Completely (+4)	87 27.36%	84 28.57%	70 35.18%
Mostly (+3)	146 45.91%	126 42.86%	71 35.68%
Some (+2)	54 16.98%	50 17.01%	33 16.58%
A little (+1)	18 5.66%	18 6.12%	17 8.54%
Not at all (0)	13 4.09%	16 5.44%	8 4.02%
Total	318	294	199
Assigned Value	912	832	576
Total Assigned Value	1,272	1,176	796
% Assigned Value	71.70%	70.75%	72.36%

Question 17: Are you aware of places to find the Kapi`olani CC mission statement document? Check all that apply. (I.A.)			*This is Question 16 in 2018
	2012	2016	2018
Classrooms	41 12.97%	44 15.12%	20 6.87%
Kapi`olani Community College homepage	274 86.71%	226 77.66%	163 56.01%

Office for Institutional Effectiveness (OFIE) website	100 31.65%	104 35.74%	56 19.24%
`Ohana, the college's intranet	135 42.72%	67 23.02%	59 20.27%
Strategic plan 2008-2015 Booklet	179 56.65%	138 47.42%	110 37.80%
I don't know where to find it	15 4.75%	22 7.56%	16 5.50%
Total	316	291	291

Question 18: Rate the following items:			
1) Our mission statement expresses the college-wide commitment to student learning (I.A.)			
	2012	2016	2018
Strongly Agree (+2)	182 57.96%	134 45.58%	100 50.76%
Somewhat Agree (+1)	89 28.34%	109 37.07%	72 36.55%
Neutral (0)	22 7.01%	13 4.42%	
Somewhat disagree (-1)	3 0.96%	9 3.06%	7 3.55%
Strongly Disagree (-2)	1 0.32%	7 2.38%	2 1.02%
Don't know/NA (0)	17 5.41%	22 7.48%	16 8.12%
Total	314	294	197
Assigned Value	448	354	261
Total Assigned Value	628	588	394
% Assigned Value	71.34%	60.20%	66.24%

2) I have discussed the relevance of the mission statement to student learning with peers of administrators (I.A.)			
	2012	2016	2018
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	2018
Strongly Agree (+2)	83 26.52%	66 22.53%	51 25.89%
Somewhat Agree (+1)	79 25.24%	71 24.23%	59 29.95%
Neutral (0)	60 19.17%	48 16.38%	
Somewhat disagree (-1)	24 7.67%	21 7.17%	20 10.15%
Strongly Disagree (-2)	26 8.31%	38 12.97%	27 13.71%
Don't know/NA (0)	41 13.10%	49 16.72%	40 20.30%
Total	313	293	197
Assigned Value	169	106	87
Total Assigned Value	626	586	394
% Assigned Value	27.00%	18.09%	22.08%

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	2018
Strongly Agree (+2)	87 27.88%	82 27.99%	62 31.63%
Somewhat Agree (+1)	92 29.49%	76 25.94%	63 32.14%
Neutral (0)	52 16.67%	41 13.99%	
Somewhat Disagree (-1)	16	19	20

	5.13%	6.48%	10.20%
Strongly Disagree (-2)	23 7.37%	27 9.22%	17 8.67%
Don't know/NA (0)	42 13.46%	48 16.38%	34 17.35%
Total	312	293	196
Assigned Value	204	167	133
Total Assigned Value	624	586	392
% Assigned Value	32.69%	28.50%	33.93%

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	2018
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 19: To what degree do the following support services facilitate your work to promote student learning and success? (II.B.)			*This is Question 18 in 2018
Auxillary Services			
	2012	2016	2018
Greatly (4)	102 34.34%	91 32.50%	72 36.55%
To some Degree (3)	97 32.66%	89 31.79%	74 37.56%
A little (2)	50	57	22

	16.84%	20.36%	11.17%
Not at all (1)	23 7.74%	22 7.86%	17 8.63%
Don't know (0)	25 8.42%	21 7.50%	12 6.09%
Total	297	280	197
Assigned Value	822	767	571
Total Assigned Value	1,188	1,120	788
% Assigned Value	69.19%	68.48%	72.46%

Bookstore			
	2012	2016	2018
Greatly (4)	83 28.04%	75 26.60%	53 27.18%
To some Degree (3)	115 38.85%	90 31.91%	55 28.21%
A little (2)	53 17.91%	62 21.99%	49 25.13%
Not at all (1)	21 7.09%	35 12.41%	27 13.85%
Don't know (0)	24 8.11%	20 7.09%	11 5.64%
Total	296	282	195
Assigned Value	804	729	502
Total Assigned Value	1,184	1,128	780
% Assigned Value	67.91%	64.63%	64.36%

Business Office			
	2012	2016	2018
Greatly (4)	75 25.77%	69 24.64%	54 27.84%
To some Degree (3)	72 24.74%	63 22.50%	63 32.47%
A little (2)	52 17.87%	55 19.64%	25 12.89%
Not at all (1)	50 17.18%	50 17.86%	30 15.46%
Don't know (0)	42	43	22

	14.43%	15.36%	11.34%
Total	291	280	194
Assigned Value	670	625	485
Total Assigned Value	1,164	1,120	776
% Assigned Value	57.56%	55.80%	62.50%

Counseling Services (e.g., Trio, academic advising)			
	2012	2016	2018
Greatly (4)	142 48.46%	151 53.74%	106 53.81%
To some Degree (3)	62 21.16%	72 25.62%	48 24.37%
A little (2)	40 13.65%	22 7.83%	21 10.66%
Not at all (1)	16 5.46%	17 6.05%	10 5.08%
Don't know (0)	33 11.26%	19 6.76%	12 6.09%
Total	293	281	197
Assigned Value	850	881	620
Total Assigned Value	1,172	1,124	788
% Assigned Value	72.53%	78.38%	78.68%

New Student Orientation Program (NSO)			
	2012	2016	2018
Greatly (4)	114 38.91%	114 40.43%	59 30.10%
To some Degree (3)	64 21.84%	65 23.05%	63 32.14%
A little (2)	34 11.60%	30 10.64%	33 16.84%
Not at all (1)	21 7.17%	32 11.35%	27 13.78%
Don't know (0)	60	41	14

	20.48%	14.54%	7.14%
Total	293	282	196
Assigned Value	737	743	518
Total Assigned Value	1,172	1,128	784
% Assigned Value	62.88%	65.87%	66.07%

Kahikoluamea			
	2012	2016	2018
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		
Total Assigned Value	1,184		
% Assigned Value	55.57%		

Question 20: Have you requested library materials in your subject area, or discussed the collection with a library staff since Fall 2011? (II.C.)			*This is Question 19 in 2018
	2012	2016	2018
Yes	89 30.27%	84 30.00%	68 35.79%
No	205 69.73%	196 70.00%	122 64.21%
Total	294	280	190

Question 21: If yes, did the library purchase the materials you requested or discussed? (II.C.)			*This is Question 20 in 2018
	2012	2016	2018
Yes	67	60	61

	58.77%	53.10%	40.40%
No	47 41.23%	53 46.90%	90 59.60%
Total	114	113	151

Question 22: Which of the following library services have you used since Fall 2016. Check all that apply. (II.C.)	*This is Question 21 in 2018		
	2012	2016	2018
Accessed online journals and digital materials	129 43.88%	113 40.50%	80 40.82%
Borrowing books or materials located at the library	103 35.03%	82 29.39%	74 37.76%
Borrowing books or materials through intralibrary or interlibrary loan	61 20.75%	52 18.64%	36 18.37%
Reading books held in the reference collection	43 14.63%	42 15.05%	31 15.82%
Using library instruction sessions	74 25.17%	66 23.66%	52 26.53%
Using computer and printing services	62 21.09%	47 16.85%	24 12.24%
Testing Center	143 48.64%	119 42.65%	81 41.33%
Study Hub/Learning Center			59 30.10%
Others	39 13.27%	34 12.19%	24 12.24%
Did not use	58 19.73%	78 27.96%	53 27.04%
Total	294	279	196

Question 23: How would you rate the library collections in your subject area since Fall 2016? (II.C.)	*This is Question 22 in 2018		
Availability of needed online journals/materials	2012	2016	2018
Very Satisfied (2)	43 15.03%	56 20.07%	36 18.56%
Somewhat Satisfied (1)	74 25.87%	54 19.35%	46 23.71%
Neither Satisfied nor dissatisfied (0)	28 9.79%	30 10.75%	
Somewhat dissatisfied (-1)	18 6.29%	11 3.94%	14 7.22%

Very dissatisfied (-2)	19 6.64%	8 2.87%	6 3.09%
Don't Know/NA (0)	104 36.36%	120 43.01%	92 47.42%
Total	286	279	194
Assigned Value	104	139	92
Total Assigned Value	572	558	388
% Assigned Value	18.18%	24.91%	23.71%

Currency, being up-to-date	2012	2016	2018
Very Satisfied (2)	48 16.96%	53 19.20%	39 20.10%
Somewhat Satisfied (1)	67 23.67%	54 19.57%	48 24.74%
Neither Satisfied nor dissatisfied (0)	30 10.60%	35 12.68%	
Somewhat dissatisfied (-1)	13 4.59%	6 2.17%	8 4.12%
Very dissatisfied (-2)	13 4.59%	4 1.45%	4 2.06%
Don't Know/NA (0)	112 39.58%	124 44.93%	95 48.97%
Total	283	276	194
Assigned Value	124	146	110
Total Assigned Value	566	552	388
% Assigned Value	21.91%	26.45%	28.35%

Quantity	2012	2016	2018
Very Satisfied (2)	31 10.88%	47 17.15%	30 15.54%
Somewhat Satisfied (1)	77 27.02%	48 17.52%	41 21.24%
Neither Satisfied nor dissatisfied (0)	34 11.93%	40 14.60%	
Somewhat dissatisfied (-1)	23 8.07%	11 4.01%	20 10.36%
Very dissatisfied (-2)	11 3.86%	4 1.46%	6 3.11%
Don't Know/NA (0)	109	124	96

	38.25%	45.26%	49.74%
Total	285	274	193
Assigned Value	94	123	69
Total Assigned Value	570	548	386
% Assigned Value	16.49%	22.45%	17.88%

Quality	2012	2016	2018
Very Satisfied (2)	46 16.14%	61 22.18%	40 20.73%
Somewhat Satisfied (1)	73 25.61%	49 17.82%	48 24.87%
Neither Satisfied nor dissatisfied (0)	32 11.23%	35 12.73%	
Somewhat dissatisfied (-1)	16 5.61%	4 1.45%	7 3.63%
Very dissatisfied (-2)	10 3.51%	3 1.09%	4 2.07%
Don't Know/NA (0)	108 37.89%	123 44.73%	94 48.70%
Total	285	275	193
Assigned Value	129	161	113
Total Assigned Value	570	550	386
% Assigned Value	22.63%	29.27%	29.27%

Variety	2012	2016	2018
Very Satisfied (2)	34 11.97%	51 18.41%	32 16.84%
Somewhat Satisfied (1)	75 26.41%	52 18.77%	43 22.63%
Neither Satisfied nor dissatisfied (0)	35 12.32%	37 13.36%	
Somewhat dissatisfied (-1)	19 6.69%	8 2.89%	14 7.37%
Very dissatisfied (-2)	12 4.23%	5 1.81%	5 2.63%
Don't Know/N/A (0)	109	124	96

	38.38%	44.77%	50.53%
Total	284	277	190
Assigned Value	100	136	83
Total Assigned Value	568	554	380
% Assigned Value	17.61%	24.55%	21.84%

Question 24 (II.B. Library and Learning Support Services) The LLR supports my needs regarding Open Educational Resources or Zero Cost Textbook.			*This is Question 23 in 2018
	2012	2016	2018
Yes			49 25.13%
No			13 6.67%
Not Applicable			133 68.21%
Total			195

Question 25: Please rate the following items. (III.A.) * In 2012, 2016 as Question 23			*This is Question 24 in 2018
1) The qualifications required of new faculty and staff positions reflect student needs.			
	2012	2016	2018
Strongly Agree (+2)	101 36.20%	60 22.56%	48 24.12%
Somewhat Agree (+1)	110 39.43%	90 33.83%	87 43.72%
Neutral (0)	19 6.81%	33 12.41%	
Somewhat Disagree (-1)	14 5.02%	35 13.16%	22 11.06%
Strongly Disagree (-2)	5	15	11

	1.79%	5.64%	5.53%
Don't know/NA (0)	30 10.75%	33 12.41%	31 15.58%
Total	279	266	199
Assigned Value	288	145	139
Total Assigned Value	558	532	398
% Assigned Value	51.61%	27.26%	34.92%

2) The qualifications required of new faculty and staff positions reflect the analysis of the service needs of the program/department

	2012	2016	2018
Strongly Agree (+2)	91 32.85%	57 21.43%	44 22.00%
Somewhat Agree (+1)	110 39.71%	80 30.08%	74 37.00%
Neutral (0)	22 7.94%	36 13.53%	
Somewhat Disagree (-1)	13 4.69%	34 12.78%	24 12.00%
Strongly Disagree (-2)	7 2.53%	21 7.89%	18 9.00%
Don't know/NA (0)	34 12.27%	38 14.29%	40 20.00%
Total	277	266	200
Assigned Value	265	118	102
Total Assigned Value	554	532	400
% Assigned Value	47.83%	22.18%	25.50%

3) The institution applies its personnel policies consistently and fairly.

	2012	2016	2018
Strongly Agree (+2)	50 18.05%	36 13.64%	39 19.50%
Somewhat Agree (+1)	80 28.88%	56 21.21%	60 30.00%
Neutral (0)	42 15.16%	47 17.80%	
Somewhat Disagree (-1)	49 17.69%	39 14.77%	41 20.50%
Strongly Disagree (-2)	34 12.27%	44 16.67%	38 19.00%
Don't know/NA (0)	22 7.94%	42 15.91%	22 11.00%

Total	277	264	200
Assigned Value	63	1	21
Total Assigned Value	554	528	400
% Assigned Value	11.37%	0.19%	5.25%

4) There is a (sufficient 2012, 2016) (appropriate 2018) number of teaching faculty to support the services in our program/department/unit.			
	2012	2016	2018
Strongly Agree (+2)	33 11.96%	18 6.84%	28 13.86%
Somewhat Agree (+1)	81 29.35%	47 17.87%	53 26.24%
Neutral (0)	27 9.78%	34 12.93%	
Somewhat Disagree (-1)	65 23.55%	60 22.81%	39 19.31%
Strongly Disagree (-2)	38 13.77%	66 25.10%	39 19.31%
Don't know/NA (0)	32 11.59%	38 14.45%	43 21.29%
Total	276	263	202
Assigned Value	6	-109	-8
Total Assigned Value	552	526	404
% Assigned Value	1.09	-20.72	-1.98

5) There is a (sufficient 2012,2016) (appropriate 2018) number of student service personnel (e.g., academic advisors) to support the services in our program/department/unit			
	2012	2016	2018
Strongly Agree (+2)	30 10.83%	30 11.36%	31 15.42%
Somewhat Agree (+1)	80 28.88%	57 21.59%	62 30.85%
Neutral (0)	34 12.27%	44 16.67%	
Somewhat Disagree (-1)	48 17.33%	47 17.80%	31 15.42%
Strongly Disagree (-2)	43 15.52%	43 16.29%	42 20.90%
Don't know/NA (0)	42 15.16%	43 16.29%	35 17.41%
Total	277	264	201

Assigned Value	6	-16	9
Total Assigned Value	554	528	402
% Assigned Value	1.08%	-3.03%	2.24%

6) There is a (sufficient 2012, 2016) (appropriate 2018) 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	2018
Strongly Agree (+2)	21 7.61%	23 8.71%	22 11.00%
Somewhat Agree (+1)	72 26.09%	46 17.42%	46 23.00%
Neutral (0)	40 14.49%	49 18.56%	
Somewhat Disagree (-1)	59 21.38%	47 17.80%	36 18.00%
Strongly Disagree (-2)	42 15.22%	53 20.08%	48 24.00%
Don't know/NA (0)	42 15.22%	46 17.42%	48 24.00%
Total	276	264	200
Assigned Value	-29	-61	-42
Total Assigned Value	552	528	400
% Assigned Value	-5.25	-11.55	-10.50

7) There is a (sufficient 2012, 2016) (appropriate 2018) number of staff to support services in our program/department/unit.

	2012	2016	2018
Strongly Agree (+2)	24 8.63%	19 7.14%	28 14.00%
Somewhat Agree (+1)	85 30.58%	70 26.32%	57 28.50%
Neutral (0)	31 11.15%	28 10.53%	
Somewhat Disagree (-1)	66 23.74%	53 19.92%	48 24.00%
Strongly Disagree (-2)	53 19.06%	78 29.32%	54 27.00%
Don't know/NA (0)	19 6.83%	18 6.77%	13 6.50%
Total	278	266	200

Assigned Value	-39	-101	-43
Total Assigned Value	556	532	400
% Assigned Value	-7.01	-18.98	-10.75

8) The institution has a (sufficient 2012,2016) (appropriate 2018) number of administrators			
	2012	2016	2018
Strongly Agree (+2)	115 41.67%	95 35.71%	62 31.16%
Somewhat Agree (+1)	77 27.90%	68 25.56%	67 33.67%
Neutral (0)	34 12.32%	43 16.17%	
Somewhat Disagree (-1)	12 4.35%	19 7.14%	24 12.06%
Strongly Disagree (-2)	9 3.26%	13 4.89%	30 15.08%
Don't know/NA (0)	29 10.51%	28 10.53%	16 8.04%
Total	276	266	199
Assigned Value	277	213	107
Total Assigned Value	552	532	398
% Assigned Value	50.18%	40.04%	26.88%

9) The administrators in the college are qualified for their responsibilities.			
	2012	2016	2018
Strongly Agree (+2)	77 28.10%	44 16.99%	39 19.70%
Somewhat Agree (+1)	96 35.04%	74 28.57%	83 41.92%
Neutral (0)	43 15.69%	45 17.37%	
Somewhat Disagree (-1)	22 8.03%	39 15.06%	29 14.65%
Strongly Disagree (-2)	15 5.47%	27 10.42%	34 17.17%
Don't know/NA (0)	21 7.66%	30 11.58%	13 6.57%
Total	274	259	198
Assigned Value	198	69	64
Total Assigned Value	548	518	396

% Assigned Value	36.13%	13.32%	16.16%
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10) Our program/department/unit has a (sufficient 2012, 2016) (appropriate 2018) of staff to provide administrative support.			
	2012	2016	2018
Strongly Agree (+2)	43 15.69%	26 9.92%	34 17.00%
Somewhat Agree (+1)	81 29.56%	59 22.52%	66 33.00%
Neutral (0)	27 9.85%	35 13.36%	
Somewhat Disagree (-1)	48 17.52%	53 20.23%	50 25.00%
Strongly Disagree (-2)	60 21.90%	66 25.19%	37 18.50%
Don't know/NA (0)	15 5.47%	23 8.78%	13 6.50%
Total	274	262	200
Assigned Value	-1	-74	10
Total Assigned Value	548	524	400
% Assigned Value	-0.18	-14.12	2.50

11) The institution treats faculty/staff in a professional and equitable manner.			
	2012	2016	2018
Strongly Agree (+2)	72 26.18%	40 15.21%	48 24.12%
Somewhat Agree (+1)	74 26.91%	76 28.90%	62 31.16%
Neutral (0)	46 16.73%	44 16.73%	
Somewhat Disagree (-1)	47 17.09%	40 15.21%	39 19.60%
Strongly Disagree (-2)	27 9.82%	48 18.25%	42 21.11%
Don't know/NA (0)	9 3.27%	15 5.70%	8 4.02%
Total	275	263	199
Assigned Value	117	20	35
Total Assigned Value	550	526	398

% Assigned Value	21.27%	3.80%	8.79%
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12) The needs to promote student learning guides professional development activities for faculty.			
	2012	2016	2018
Strongly Agree (+2)	64 23.53%	32 12.26%	39 19.70%
Somewhat Agree (+1)	92 33.82%	83 31.80%	76 38.38%
Neutral (0)	44 16.18%	56 21.46%	
Somewhat Disagree (-1)	21 7.72%	28 10.73%	29 14.65%
Strongly Disagree (-2)	11 4.04%	25 9.58%	19 9.60%
Don't know/NA (0)	40 14.71%	37 14.18%	35 17.68%
Total	272	261	198
Assigned Value	177	69	87
Total Assigned Value	544	522	396
% Assigned Value	32.54%	13.22%	21.97%

13) The needs to promote student learning guides professional development activities for staff.			
	2012	2016	2018
Strongly Agree (+2)	37 13.70%	20 7.66%	31 15.66%
Somewhat Agree (+1)	69 25.56%	56 21.46%	61 30.81%
Neutral (0)	47 17.41%	47 18.01%	
Somewhat Disagree (-1)	22 8.15%	30 11.49%	29 14.65%
Strongly Disagree (-2)	15 5.56%	36 13.79%	23 11.62%
Don't know/NA (0)	80 29.63%	72 27.59%	54 27.27%
Total	270	261	198
Assigned Value	91	-6	48
Total Assigned Value	540	522	396
% Assigned Value	16.85%	-1.15%	12.12%

14) My department chair or unit head communicates important and necessary information relevant to me.			
	2012	2016	2018
Strongly Agree (+2)	168 61.09%	121 46.01%	99 49.25%
Somewhat Agree (+1)	73 26.55%	80 30.42%	55 27.36%
Neutral (0)	15 5.45%	22 8.37%	
Somewhat Disagree (-1)	9 3.27%	11 4.18%	15 7.46%
Strongly Disagree (-2)	6 2.18%	18 6.84%	22 10.95%
Don't know/NA (0)	4 1.45%	11 4.18%	10 4.98%
Total	275	263	201
Assigned Value	388	275	194
Total Assigned Value	550	526	402
% Assigned Value	70.55%	52.28%	48.26%

15) The administration communicates important and necessary information to faculty and staff.			
	2012	2016	2018
Strongly Agree (+2)	75 27.17%	52 19.77%	50 24.88%
Somewhat Agree (+1)	97 35.14%	98 37.26%	83 41.29%
Neutral (0)	34 12.32%	39 14.83%	
Somewhat Disagree (-1)	36 13.04%	32 12.17%	33 16.42%
Strongly Disagree (-2)	30 10.87%	31 11.79%	28 13.93%
Don't know/NA (0)	4 1.45%	11 4.18%	7 3.48%
Total	276	263	201
Assigned Value	151	108	94
Total Assigned Value	552	526	402
% Assigned Value	27.36%	20.53%	23.38%

Question 26: Please rate the following items. (III.B.) * In 2012,2016 as question 24			<small>*This is Question 25 in 2018</small>
1) There are adequate facilities available to sustain our program/department/unit and student needs.			
	2012	2016	2018
Strongly Agree (+2)	18 6.50%	17 6.42%	29 14.57%
Somewhat Agree (+1)	85 30.69%	59 22.26%	62 31.16%
Neutral (0)	28 10.11%	34 12.83%	
Somewhat Disagree (-1)	78 28.16%	79 29.81%	50 25.13%
Strongly Disagree (-2)	61 22.02%	67 25.28%	54 27.14%
Don't Know/NA (0)	7 2.53%	9 3.40%	4 2.01%
Total	277	265	199
Assigned Value	-79	-120	-38
Total Assigned Value	554	530	398
% Assigned Value	-14.26	-22.64	-9.55

2) The classroom equipment meets our program/department/unit and student needs.			
	2012	2016	2018
Strongly Agree (+2)	29 10.28%	23 8.75%	23 11.68%
Somewhat Agree (+1)	98 34.75%	62 23.57%	63 31.98%
Neutral (0)	31 10.99%	37 14.07%	
Somewhat Disagree (-1)	69 24.47%	61 23.19%	35 17.77%
Strongly Disagree (-2)	38 13.48%	55 20.91%	41 20.81%
Don't Know/NA (0)	17 6.03%	25 9.51%	35 17.77%
Total	282	263	197
Assigned Value	11	-63	-8
Total Assigned Value	564	526	394
% Assigned Value	1.95	-11.98	-2.03

3) The office equipment meets our program/department/unit and student needs.			
	2012	2016	2018
Strongly Agree (+2)	34 12.45%	35 13.21%	40 20.20%
Somewhat Agree (+1)	111 40.66%	84 31.70%	77 38.89%
Neutral (0)	34 12.45%	45 16.98%	
Somewhat Disagree (-1)	52 19.05%	54 20.38%	40 20.20%
Strongly Disagree (-2)	37 13.55%	34 12.83%	33 16.67%
Don't Know/NA (0)	5 1.83%	13 4.91%	8 4.04%
Total	273	265	198
Assigned Value	53	32	51
Total Assigned Value	546	530	396
% Assigned Value	9.71%	6.04%	12.88%

4) There is an assessment of the physical resources need in our program/department/unit			
	2012	2016	2018
Strongly Agree (+2)	34 12.36%	24 9.13%	20 10.10%
Somewhat Agree (+1)	70 25.45%	57 21.67%	43 21.72%
Neutral (0)	46 16.73%	32 12.17%	
Somewhat Disagree (-1)	27 9.82%	44 16.73%	50 25.25%
Strongly Disagree (-2)	26 9.45%	46 17.49%	51 25.76%
Don't Know/NA (0)	72 26.18%	60 22.81%	34 17.17%
Total	275	263	198
Assigned Value	59	-31	-69
Total Assigned Value	550	526	396
% Assigned Value	10.73	-5.89	-17.42

5) My input matters when my program/department/unit makes plans on facilities and equipment maintenance or purchase.			
	2012	2016	2018
Strongly Agree (+2)	69 24.91%	49 18.49%	44 22.22%
Somewhat Agree (+1)	94 33.94%	85 32.08%	65 32.83%
Neutral (0)	39 14.08%	34 12.83%	
Somewhat Disagree (-1)	22 7.94%	36 13.58%	33 16.67%
Strongly Disagree (-2)	29 10.47%	40 15.09%	36 18.18%
Don't Know/NA (0)	24 8.66%	21 7.92%	20 10.10%
Total	277	265	198
Assigned Value	152	67	48
Total Assigned Value	554	530	396
% Assigned Value	27.44%	12.64%	12.12%

6) My input matters when my program/department/unit prioritize equipment purchases.			
	2012	2016	2018
Strongly Agree (+2)	73 26.64%	49 18.70%	45 22.61%
Somewhat Agree (+1)	85 31.02%	83 31.68%	76 38.19%
Neutral (0)	47 17.15%	44 16.79%	
Somewhat Disagree (-1)	20 7.30%	26 9.92%	26 13.07%
Strongly Disagree (-2)	19 6.93%	37 14.12%	29 14.57%
Don't Know/NA (0)	30 10.95%	23 8.78%	23 11.56%
Total	274	262	199
Assigned Value	173	81	82
Total Assigned Value	548	524	398
% Assigned Value	31.57%	15.46%	20.60%

7) I feel the college implements the necessary procedures to ensure the safety of my working environment.			
	2012	2016	2018
Strongly Agree (+2)	64 23.27%	42 15.97%	43 21.61%
Somewhat Agree (+1)	95 34.55%	74 28.14%	77 38.69%
Neutral (0)	44 16.00%	45 17.11%	
Somewhat Disagree (-1)	35 12.73%	41 15.59%	33 16.58%
Strongly Disagree (-2)	20 7.27%	44 16.73%	39 19.60%
Don't Know/N/A (0)	17 6.18%	17 6.46%	7 3.52%
Total	275	263	199
Assigned Value	148	29	52
Total Assigned Value	550	526	398
% Assigned Value	26.91%	5.51%	13.07%

8) I am familiar with the processes that my program/department/unit uses to make equipment replacement and maintenance decisions.			
	2012	2016	2018
Strongly Agree (+2)	56 20.22%	42 15.91%	52 26.26%
Somewhat Agree (+1)	106 38.27%	86 32.58%	68 34.34%
Neutral (0)	26 9.39%	38 14.39%	
Somewhat Disagree (-1)	27 9.75%	38 14.39%	32 16.16%
Strongly Disagree (-2)	29 10.47%	36 13.64%	29 14.65%
Don't Know/NA (0)	33 11.91%	24 9.09%	17 8.59%
Total	277	264	198
Assigned Value	133	60	82
Total Assigned Value	554	528	396
% Assigned Value	24.01%	11.36%	20.71%

9) I am familiar with the processes that the College uses to make equipment replacement and maintenance decisions.			
	2012	2016	2018
Strongly Agree (+2)			24 12.12%
Somewhat Agree (+1)			63 31.82%
Neutral (0)			
Somewhat Disagree (-1)			40 20.20%
Strongly Disagree (-2)			49 24.75%
Don't Know/NA (0)			23 11.62%
Total			199
Assigned Value			-27
Total Assigned Value			398
% Assigned Value			-6.78%

10) The college determines equipment replacement and maintenance based on program and service needs.			
	2012	2016	2018
Strongly Agree (+2)	31 11.31%	18 6.87%	19 9.64%
Somewhat Agree (+1)	82 29.93%	54 20.61%	54 27.41%
Neutral (0)	37 13.50%	50 19.08%	
Somewhat Disagree (-1)	29 10.58%	35 13.36%	29 14.72%
Strongly Disagree (-2)	27 9.85%	45 17.18%	43 21.83%
Don't Know/N/A (0)	68 24.82%	60 22.90%	52 26.40%
Total	274	262	197
Assigned Value	61	-35	-23
Total Assigned Value	548	524	394
% Assigned Value	11.13%	-6.68%	-5.84%

Question 27: To what degree did the recent renovations create learning spaces that promote effective integration of student engagement into the learning process? (III.B.)			*This is Question 27 in 2018
Kokio STEM Center (Phase 1)			
	2012	2016	2018
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%		

Kokio STEM Center			
	2012	2016	2018
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%	
Kahikoluamea Center			
	2012	2016	2018
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%		

Iliahi Student Engagement Center			
	2012	2016	2018
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%	

Manele building classrooms and computer lab			
	2012	2016	2018
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%	

'Iliahi First Floor, Kamokila			
	2012	2016	2018
To a great degree (+4)			23 11.73%
To some degree (+3)			18 9.18%
A little (+2)			20 10.20%
Not at all (+1)			19 9.69%
Don't know (0)			116 59.18%
Total			196
Assigned Value			205
Total Assigned Value			784
% Assigned Value			26.15%

'Iliahi Second Floor, Kikaha o Lae'ahi			
	2012	2016	2018
To a great degree (+4)			33 16.67%
To some degree (+3)			14 7.07%
A little (+2)			17 8.59%
Not at all (+1)			15 7.58%
Don't know (0)			119 60.10%
Total			198
Assigned Value			223
Total Assigned Value			792
% Assigned Value			28.16%

Lama Second Floor, Learning Center/Study Hub			
	2012	2016	2018
To a great degree (+4)			66 33.50%
To some degree (+3)			32 16.24%
A little (+2)			7 3.55%
Not at all (+1)			9 4.57%
Don't know (0)			83 42.13%
Total			197
Assigned Value			383
Total Assigned Value			788
% Assigned Value			48.60%

Question 28: Rate the questions regarding campus parking: (III.B.) In 2012,2016 question 26			*This is Question 28 in 2018
The amount of available campus parking affects my students' attendance.			
	2012	2016	2018
Very Positively (2)	33 12.18%	22 8.53%	21 10.71%
Somewhat Positively (1)	25 9.23%	29 11.24%	22 11.22%
Neutral (0)	37 13.65%	33 12.79%	
Somewhat negatively (-1)	90 33.21%	86 33.33%	68 34.69%
Very Negatively (-2)	37 13.65%	34 13.18%	24 12.24%
Don't know/NA (0)	49 18.08%	54 20.93%	61 31.12%
Total	271	258	196
Assigned Value	-73	-81	-52
Total Assigned Value	542	516	392
% Assigned Value	-13.47	-15.70	-13.27

The amount of available campus parking affects my ability to perform my duties.			
	2012	2016	2018
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 29: Answer the following questions on the safety and sufficiency of the institution's facilities. (III.B.)				*This is Question 29 in 2018
Do you understand how to file a request for the repair or maintenance of office space, classrooms, or laboratories through your department?				
	2012	2016	2018	
Yes	215 77.34%	201 76.72%	160 80.40%	
No	37 13.31%	31 11.83%	20 10.05%	
Don't know/NA	26 9.35%	30 11.45%	19 9.55%	
Total	278	262	199	

Do you feel that the classrooms provided meet acceptable safety standards?			
	2012	2016	2018
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	

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	2018
Yes	66 23.91%	36 13.79%	94 50.00%
No	177 64.13%	181 69.35%	74 39.36%
Don't know/NA	33 11.96%	44 16.86%	20 10.64%
Total	276	261	188

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	2018
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	

Do you feel that your office and work space(s) are secure from break-ins?			
	2012	2016	2018
Yes	161 58.33%	137 52.29%	103 53.37%
No	94 34.06%	94 35.88%	71 36.79%
Don't know/NA	21 7.61%	31 11.83%	19 9.84%
Total	276	262	193

Do you feel that the office and work space(s) provided for you by the institution

meets (acceptable 2012, 2016) (safety standards 2018) standards?			
	2012	2016	2018
Yes	188 68.61%	174 66.16%	119 60.10%
No	76 27.74%	78 29.66%	61 30.81%
Don't Know/NA	10 3.65%	11 4.18%	18 9.09%
Total	274	263	198

If applicable, do you feel that the laboratories provided for you meet acceptable safety standards?			
	2012	2016	2018
Yes	89 34.23%	74 29.02%	48 30.38%
No	30 11.54%	26 10.20%	24 15.19%
Don't Know/NA	141 54.23%	155 60.78%	86 54.43%
Total	260	255	158

Is the equipment you use for instruction regularly maintained by the institution in regards to safety and maximum benefit?			
	2012	2016	2018
Yes	125 46.64%	105 40.54%	64 36.36%
No	58 21.64%	64 24.71%	41 23.30%
Don't Know/NA	85 31.72%	90 34.75%	71 40.34%
Total	268	259	176

If you use special equipment or materials in instructional and/or other professional activities (e.g., laboratory equipment, chemicals, culinary equipment, etc.) are these materials and equipment regularly inspected for safety?			
	2012	2016	2018
Yes	65 25.10%	53 21.20%	27 16.98%
No	25 9.65%	35 14.00%	33 20.75%
Don't Know/NA	169 65.25%	162 64.80%	99 62.26%
Total	259	250	159

Question 30: What could Auxiliary Services (2012, 2016) (the College 2018) do to improve the quality of your working environment and experience at Kapi`olani CC? (check your top THREE choices) (III.B.)			*This is Question 30 in 2018
	2012	2016	2018
Build new facilities	131 48.70%	122 47.47%	63 32.31%
Improve grounds	57 21.19%	75 29.18%	35 17.95%
Improve parking facilities	162 60.22%	126 49.03%	71 36.41%
Improve restrooms near your office	73 27.14%	84 32.68%	59 30.26%
Improve your office and work space(s)	118 43.87%	103 40.08%	72 36.92%
Improve your laboratory	45 16.73%	44 17.12%	27 13.85%
Maintain existing facilities	205 76.21%	207 80.54%	138 70.77%
Renovate facilities			116 59.49%
Total	269	257	195

Question 31: How much do you need the following equipment in your primary duty to promote student learning/success? (III.B.)		this question was not asked in 2018 except for 14	
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
Assigned Value		245	232
Total Assigned Value		1,044	996
% Assigned Value		23.47%	23.29%

2) Copier			
	2012	2016	2018
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	
Assigned Value	901	822	
Total Assigned Value	1,072	1,020	
% Assigned Value	84.05%	80.59%	

3) Desktop Computer (with DVD playing Capacity)			
	2012	2016	2018
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	
Assigned Value	909	838	
Total Assigned Value	1,084	1,020	
% Assigned Value	83.86%	82.16%	

4) Document camera (to project non-transparent document or video)			
	2012	2016	2018
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 35.69%	109 43.43%	
Total	255	251	
Assigned Value	405	347	
Total Assigned Value	1,020	1,004	
% Assigned Value	39.71%	34.56%	

5) DVD player			
	2012	2016	2018
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	
Assigned Value	582	409	
Total Assigned Value	1,052	1,028	
% Assigned Value	55.32%	39.79%	

6) iPad or equivalent			
	2012	2016	2018
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	
Assigned Value	423	433	
Total Assigned Value	1,036	1,008	
% Assigned Value	40.83%	42.96%	

7) Laptop Computer			
	2012	2016	2018
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	
Assigned Value	839	812	
Total Assigned Value	1,072	1,032	
% Assigned Value	78.26%	78.68%	

8) Large Screen TV			
	2012	2016	2018
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	
Assigned Value	450	496	
Total Assigned Value	1,036	1,032	
% Assigned Value	43.44%	48.06%	

9) Microphone			
	2012	2016	2018
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	
Assigned Value	322	311	
Total Assigned Value	1,036	1,008	
% Assigned Value	31.08%	30.85%	

10) Overhead projector			
	2012	2016	2018
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	
Assigned Value	546	546	
Total Assigned Value	1,048	1,024	
% Assigned Value	52.10%	53.32%	

11) Printer			
	2012	2016	2018
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	
Assigned Value	960	929	
Total Assigned Value	1,076	1,036	
% Assigned Value	89.22%	89.67%	

12) Printer ink Cartridge			
	2012	2016	2018
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	
Assigned Value	950	920	
Total Assigned Value	1,072	1,036	
% Assigned Value	88.62%	88.80%	

13) Projector screen			
	2012	2016	2018
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	
Assigned Value	806	796	
Total Assigned Value	1,044	1,028	
% Assigned Value	77.20%	77.43%	

14) Reliable high speed internet access (2018 question 31)	*This is Question
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			31 in 2018
	2012	2016	2018
Absolutely (4)	244 90.04%	239 93.36%	169 85.35%
Very Much (3)	17 6.27%	11 4.30%	20 10.10%
Somewhat (2)	3 1.11%	2 0.78%	7 3.54%
A little (1)	0 0.00%	0 0.00%	2 1.01%
No need (0)	7 2.58%	4 1.56%	0 0.00%
Total	271	256	198
Assigned Value	1033	993	752
Total Assigned Value	1,084	1,024	792
% Assigned Value	95.30%	96.97%	94.95%

15) Speakers			
	2012	2016	2018
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	
Assigned Value	690	736	
Total Assigned Value	1,056	1,028	
% Assigned Value	65.34%	71.60%	

16) Webcam

	2012	2016	2018
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	
Assigned Value	412	419	
Total Assigned Value	1,016	1,028	
% Assigned Value	40.55%	40.76%	

Question 32: Do you have access to the following equipment/supply when conducting your primary duty? (III.B.)			not asked in 2018 except for 14
Clickers			
	2012	2016	2018
Yes	81 31.03%	66 26.72%	
No	180 68.97%	181 73.28%	
Total	261	247	

Copier			
	2012	2016	2018
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	2018
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	2018
Yes	84 32.31%	73 29.20%	
No	176 67.69%	177 70.80%	
Total	260	250	

DVD player			
	2012	2016	2018
Yes	177 66.29%	152 60.32%	
No	90 33.71%	100 39.68%	
Total	267	252	

iPad or equivalent			
	2012	2016	2018
Yes	28 10.73%	74 29.48%	
No	233 89.27%	177 70.52%	
Total	261	251	

Laptop computer			
	2012	2016	2018
Yes	195 72.76%	184 72.16%	
No	73 27.24%	71 27.84%	
Total	268	255	

Large screen TV

	2012	2016	2018
Yes	95 36.40%	91 36.11%	
No	166 63.60%	161 63.89%	
Total	261	252	

Microphone			
	2012	2016	2018
Yes	65 24.90%	77 31.05%	
No	196 75.10%	171 68.95%	
Total	261	248	

Overhead projector			
	2012	2016	2018
Yes	175 65.79%	152 60.32%	
No	91 34.21%	100 39.68%	
Total	266	252	

Printer			
	2012	2016	2018
Yes	251 91.94%	236 91.47%	
No	22 8.06%	22 8.53%	
Total	273	258	

Printer ink cartridge			
	2012	2016	2018
Yes	229 84.19%	221 85.99%	
No	43 15.81%	36 14.01%	
Total	272	257	

Projector screen

	2012	2016	2018
Yes	214 80.15%	195 77.08%	
No	53 19.85%	58 22.92%	
Total	267	253	

Reliable high speed internet access (in 2018 question 32)			*This is Question 32 in 2018
	2012	2016	2018
Yes	227 84.70%	194 75.49%	177 89.39%
No	41 15.30%	63 24.51%	21 10.61%
Total	268	257	198

Speakers			
	2012	2016	2018
Yes	164 62.12%	183 72.62%	
No	100 37.88%	69 27.38%	
Total	264	252	

Webcam			
	2012	2016	2018
Yes	75 29.18%	80 32.65%	
No	182 70.82%	165 67.35%	
Total	257	245	

Question 33: Choose your answer for the following questions related to financial resources planning. (III.D.)	*This is Question 33 in 2018

1) Do you understand your department's budget?			
	2012	2016	2018
Yes	93 33.82%	112 42.91%	83 42.78%
No	182 66.18%	149 57.09%	111 57.22%
Total	275	261	194

2) Do you understand how your department's budget was determined?			
	2012	2016	2018
Yes	75 27.17%	80 30.65%	73 37.63%
No	201 72.83%	181 69.35%	121 62.37%
Total	276	261	194

3) Do you understand the connection between your department's budget and your division's Tactical Plan?			
	2012	2016	2018
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	2018
Yes	99 36.26%	87 33.46%	68 35.05%
No	174 63.74%	173 66.54%	126 64.95%
Total	273	260	194

5) Do you understand the connection between your department's budget and the college's Long Range Development Plan?			

	2012	2016	2018
Yes	86 31.39%	59 22.69%	47 24.35%
No	188 68.61%	201 77.31%	146 75.65%
Total	274	260	193

6) Were you involved directly with your (2012, 2016 wording) department's tactical action plan in the Comprehensive Program Review? (2018 wording) department/unit/program's plans in the Comprehensive Program Review?			
	2012	2016	2018
Yes	99 36.13%	69 26.54%	59 30.57%
No	175 63.87%	191 73.46%	134 69.43%
Total	274	260	193

Do you understand the connection between your budget and your department/unit/program's Student Success Plan?			
	2012	2016	2018
Yes			62 32.12%
No			131 67.88%
Total			193

Question 34: Which of the following authorized governance organizations, advisory councils, or task forces/committees have you participated in since fall 2011? (Check all that apply)			<small>*This is Question 34 in 2018</small>
	2012	2016	2018

Kalāualani (Native Hawaiian Council)	21 11.11%	33 17.10%	23 15.23%
Faculty Senate	66 34.92%	81 41.97%	30 19.87%
Faculty Senate committees			72 47.68%
Staff Council	9 4.76%	32 16.58%	25 16.56%
Staff Council committees			13 8.61%
Chancellor's Policy, Planning, and Assessment Council (PPAC)	32 16.93%		
Chancellor's Advisory Council (CAC)		45 23.32%	36 23.84%
Chancellor's Advisory Council (CAC) workgroups			29 19.21%
Administrative Staff Council	12 6.35%	12 6.22%	14 9.27%
Student Success Council			12 7.95%
Student Success Council committees			22 14.57%
Vice Chancellors' Advisory Council (VCAC)	25 13.23%	33 17.10%	24 15.89%
Counseling and Academic Advising Council (CAAC)	19 10.05%	31 16.06%	10 6.62%
Other Committees	151 79.89%	135 69.95%	86 56.95%
Task Forces	39 20.63%	57 29.53%	37 24.50%
Total	189	193	151

Question 35: There are opportunities for you to provide input before the college makes decisions that affect your primary duties	*This is Question 35 in 2018		
	2012	2016	2018
Strongly Agree (+2)	43 16.10%	39 14.89%	29 14.80%

Somewhat Agree (+1)	99 37.08%	88 33.59%	68 34.69%
Neutral (0)	62 23.22%	56 21.37%	
Somewhat Disagree (-1)	37 13.86%	37 14.12%	40 20.41%
Strongly Disagree (-2)	26 9.74%	42 16.03%	33 16.84%
Don't know/NA (0)			26 13.27%
Total	267	262	196
Assigned Value	96	45	20
Total Assigned Value	534	524	392
% Assigned Value	17.98%	8.59%	5.10%

Question 36: Rate the communication between the authorized governance organizations and their respective constituents:			*This is Question 36 in 2018
Faculty Senate with Faculty			
	2012	2016	2018
Very effective (+2)	33 12.31%	68 26.98%	39 19.80%
Somewhat effective (+1)	83 30.97%	85 33.73%	65 32.99%
Neither effective nor ineffective (0)	32 11.94%	24 9.52%	22 11.17%
Somewhat ineffective (-1)	23 8.58%	7 2.78%	10 5.08%
Very ineffective (-2)	13 4.85%	9 3.57%	6 3.05%
Don't know (0)	84 31.34%	59 23.41%	55 27.92%
Total	268	252	197
Assigned Value	100	196	121
Total Assigned Value	536	504	394
% Assigned Value	18.66%	38.89%	30.71%

Student Congress with students			
	2012	2016	2018
Very effective (+2)	9 3.35%	14 5.60%	
Somewhat effective (+1)	37	34	

	13.75%	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	2018
Very effective (+2)	8 2.99%	18 7.14%	16 8.16%
Somewhat effective (+1)	26 9.70%	25 9.92%	28 14.29%
Neither effective nor ineffective (0)	17 6.34%	30 11.90%	14 7.14%
Somewhat ineffective (-1)	10 3.73%	8 3.17%	12 6.12%
Very ineffective (-2)	10 3.73%	10 3.97%	10 5.10%
Don't know (0)	197 73.51%	161 63.89%	116 59.18%
Total	268	252	196
Assigned Value	12	33	28
Total Assigned Value	536	504	392
% Assigned Value	2.24%	6.55%	7.14%

Staff Council with staff			
	2012	2016	2018
Very effective (+2)	12 4.48%	25 9.96%	23 11.73%
Somewhat effective (+1)	33	38	30

	12.31%	15.14%	15.31%
Neither effective nor ineffective (0)	20 7.46%	29 11.55%	16 8.16%
Somewhat ineffective (-1)	12 4.48%	7 2.79%	16 8.16%
Very ineffective (-2)	12 4.48%	4 1.59%	8 4.08%
Don't know (0)	179 66.79%	148 58.96%	103 52.55%
Total	268	251	196
Assigned Value	21	73	44
Total Assigned Value	536	502	392
% Assigned Value	3.92%	14.54%	11.22%

Question 37: 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	2018
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 2.65%	5 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	2018
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	2018
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 56.87%	108 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	2018
Very effective	23 8.68%	39 15.85%	
Somewhat effective	61	58	

	23.02%	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	2018
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 55.17%	107 43.85%	
Total	261	244	
Weighted Value	56	71	
Total Weighted Value	522	488	
% Weighted Value	10.73%	14.55%	

The Faculty Senate effectively represents faculty in academic matters. (IV.A. Decision Making Roles and Processes)			*This is Question 37 in 2018
	2012	2016	2018
Strongly agree			35 17.77%
Somewhat agree			79 40.10%

Somewhat disagree		14 7.11%
Strongly disagree		5 2.54%
Don't know/NA		64 32.49%
Total		197

Question 38: Please rate Kalāualani 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	2018
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	2018
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 1.89%	10 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	2018
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	2018
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	8	

	1.14%	3.35%	
Very ineffective (-2)	6 2.27%	8 3.35%	
Don't know (0)	193 73.11%	161 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	2018
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	2018
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	2018
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%	

Kalāualani effectively represents Native Hawaiians and Native Hawaiian-serving employees at the College in Native Hawaiian matters. (IV.A. Decision Making Roles and Processes)			
	2012	2016	2018
Strongly agree			21 10.66%
Somewhat agree			32 16.24%
Somewhat disagree			9

		4.57%
Strongly disagree		8 4.06%
Don't know/NA		127 64.47%
Total		197

Question 39: The College is committed to implementing the goals and objectives of Hawai'i Papa O Ke Ao.			*This is Question 40 in 2018
	2012	2016	2018
Strongly agree			24 12.18%
Somewhat agree			48 24.37%
Somewhat disagree			8 4.06%
Strongly disagree			2 1.02%
Don't know/NA			115 58.38%
Total			197

Question 40: Please rate the Staff Council in fulfilling its responsibility to:			*This is Question 39 in 2018
Provide a formal voice and organization representing the staff in the administration of the campus			
	2012	2016	2018
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	2018
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	2018
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	8	

	3.41%	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%	

The Staff Council effectively represents the staff in staff matters. (IV.A. Decision Making Roles and Processes)			*This is Question 39 in 2018
	2012	2016	2018
Strongly agree			27 13.71%
Somewhat agree			37 18.78%
Somewhat disagree			10 5.08%
Strongly disagree			8 4.06%
Don't know/NA			115 58.38%
Total			197

Question 41: Please rate the following standing councils in achieving their goals as advisory/ recommending bodies.			*This is Question 41 in 2018
a) Chancellor's Policy, Planning, and Assessment Council (PPAC) to the Chancellor			
	2012	2016	2018
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%	

a) Chancellor's Advisory Council (CAC)			
	2012	2016	2018
Very effective (+2)		10 4.12%	16 8.16%
Somewhat effective (+1)		26 10.70%	43 21.94%
Neither effective nor ineffective (0)		18 7.41%	
Somewhat ineffective (-1)		6 2.47%	14 7.14%
Very ineffective (-2)		18 7.41%	18 9.18%
Don't know (0)		165 67.90%	105 53.57%
Total		243	196
Assigned Value		4	25
Total Assigned Value		486	392
% Assigned Value		0.82%	6.38%

b) Administrative Staff Council to the Chancellor			
	2012	2016	2018
Very effective (+2)	16 6.08%	10 4.12%	13 6.77%
Somewhat effective (+1)	19 7.22%	18 7.41%	24 12.50%
Neither effective nor ineffective (0)	10 3.80%	16 6.58%	
Somewhat ineffective (-1)	7 2.66%	8 3.29%	12 6.25%
Very ineffective (-2)	6 2.28%	8 3.29%	16 8.33%
Don't know (0)	205 77.95%	183 75.31%	127 66.15%

Total	263	243	192
Assigned Value	32	14	6
Total Assigned Value	526	486	384
% Assigned Value	6.08%	2.88%	1.56%

c) Vice Chancellors' Advisory Council (VCAC) to the Vice Chancellors for Academic Affairs and Student Affairs			
	2012	2016	2018
Very effective (+2)	17 6.51%	13 5.35%	12 6.15%
Somewhat effective (+1)	25 9.58%	27 11.11%	35 17.95%
Neither effective nor ineffective (0)	10 3.83%	16 6.58%	
Somewhat ineffective (-1)	10 3.83%	7 2.88%	13 6.67%
Very ineffective (-2)	5 1.92%	13 5.35%	16 8.21%
Don't know (0)	194 74.33%	167 68.72%	119 61.03%
Total	261	243	195
Assigned Value	39	20	14
Total Assigned Value	522	486	390
% Assigned Value	7.47%	4.12%	3.59%

d) Counseling and Academic Advising Council (CAAC) to the Vice Chancellor for Student Affairs			
	2012	2016	2018
Very effective (+2)	12 4.58%	8 3.31%	11 5.70%
Somewhat effective (+1)	26 9.92%	23 9.50%	30 15.54%
Neither effective nor ineffective (0)	12 4.58%	14 5.79%	
Somewhat ineffective (-1)	5 1.91%	12 4.96%	9 4.66%
Very ineffective (-2)	8 3.05%	14 5.79%	20 10.36%
Don't know (0)	199 75.95%	171 70.66%	123 63.73%

Total	262	242	193
Assigned Value	29	-1	3
Total Assigned Value	524	484	386
% Assigned Value	5.53%	-0.21%	0.78%

Student Success Council			
	2012	2016	2018
Very effective (+2)	12 4.58%	8 3.31%	11 5.67%
Somewhat effective (+1)	26 9.92%	23 9.50%	41 21.13%
Neither effective nor ineffective (0)	12 4.58%	14 5.79%	
Somewhat ineffective (-1)	5 1.91%	12 4.96%	15 7.73%
Very ineffective (-2)	8 3.05%	14 5.79%	16 8.25%
Don't know (0)	199 75.95%	171 70.66%	111 57.22%
Total	262	242	194
Assigned Value	29	-1	16
Total Assigned Value	524	484	388
% Assigned Value	5.53%	-0.21%	4.12%

Question 42: 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.			*This is Question 42 in 2018
1) University of Hawai`i Board of Regents			
	2012	2016	2018
Poor (1)	39 14.77%	54 22.04%	38 19.29%
Fair (2)	49 18.56%	42 17.14%	38 19.29%
Good (3)	40 15.15%	32 13.06%	33 16.75%
Excellent (4)	6 2.27%	1 0.41%	2 1.02%
Don't know/NA (0)	130 49.24%	116 47.35%	86 43.65%
Total	264	245	197

Assigned Value	281	238	221
Total Assigned Value	1,056	980	788
% Assigned Value	26.61%	24.29%	28.05%

Kapi`olani Community College Chancellor			
	2012	2016	2018
Poor (1)	37 13.91%	25 10.20%	15 7.61%
Fair (2)	54 20.30%	34 13.88%	38 19.29%
Good (3)	71 26.69%	73 29.80%	63 31.98%
Excellent (4)	50 18.80%	62 25.31%	66 33.50%
Don't know/NA (0)	54 20.30%	51 20.82%	15 7.61%
Total	266	245	197
Assigned Value	558	560	544
Total Assigned Value	1,064	980	788
% Assigned Value	52.44%	57.14%	69.04%

Kapi`olani Community College Vice Chancellors			
	2012	2016	2018
Poor (1)	23 8.68%	33 13.52%	30 15.15%
Fair (2)	48 18.11%	48 19.67%	56 28.28%
Good (3)	74 27.92%	76 31.15%	54 27.27%
Excellent (4)	61 23.02%	34 13.93%	28 14.14%
Don't know/NA (0)	59 22.26%	53 21.72%	30 15.15%
Total	265	244	198
Assigned Value	585	493	416
Total Assigned Value	1,060	976	792
% Assigned Value	55.19%	50.51%	52.53%

Kapi`olani Community College Administration (Deans and Directors)			
	2012	2016	2018

Poor (1)	18 6.79%	22 9.02%	29 14.65%
Fair (2)	44 16.60%	53 21.72%	46 23.23%
Good (3)	84 31.70%	69 28.28%	65 32.83%
Excellent (4)	69 26.04%	44 18.03%	33 16.67%
Don't know/NA (0)	50 18.87%	56 22.95%	25 12.63%
Total	265	244	198
Assigned Value	634	511	448
Total Assigned Value	1,060	976	792
% Assigned Value	59.81%	52.36%	56.57%

Kapi`olani Community College Department Chairpersons and Unit Heads			
	2012	2016	2018
Poor (1)	10 3.76%	18 7.35%	14 7.14%
Fair (2)	27 10.15%	34 13.88%	31 15.82%
Good (3)	90 33.83%	82 33.47%	71 36.22%
Excellent (4)	93 34.96%	62 25.31%	58 29.59%
Don't know/NA (0)	46 17.29%	49 20.00%	22 11.22%
Total	266	245	196
Assigned Value	706	580	521
Total Assigned Value	1,064	980	784
% Assigned Value	66.35%	59.18%	66.45%

Kapi`olani Community College Faculty Senate			
	2012	2016	2018

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	
Assigned Value	418	493	
Total Assigned Value	1,048	976	
% Assigned Value	39.89%	50.51%	

Kapi`olani Community College Staff Council			
	2012	2016	2018
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	
Assigned Value	188	283	
Total Assigned Value	1,064	980	
% Assigned Value	17.67%	28.88%	

Kapi`olani Community College Kalāualani Council			
	2012	2016	2018

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
Assigned Value	169	234
Total Assigned Value	1,056	980
% Assigned Value	16.00%	23.88%

Kapi`olani Community College Student Congress			
	2012	2016	2018
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	
Assigned Value	167	227	
Total Assigned Value	1,052	976	
% Assigned Value	15.87%	23.26%	

Question 43: How do you receive news about Kapi`olani CC? Check all that apply.

*This is Question 43 in 2018

	2012	2016	2018
Quill (the college's Intranet)	84 31.11%		
Ohana		56 22.67%	42 21.54%
Kapi`olani CC Bulletin	207 76.67%	173 70.04%	176 90.26%
Kapi`olani CC website	163 60.37%	109 44.13%	67 34.36%
Office for Institutional Effectiveness website	37 13.70%	23 9.31%	17 8.72%
Departmental Website	46 17.04%	39 15.79%	9 4.62%
Kapi`o website	33 12.22%	17 6.88%	18 9.23%
Kapio print	96 35.56%		
Email listserves	168 62.22%	174 70.45%	115 58.97%
Laulima	124 45.93%	66 26.72%	38 19.49%
The public address system	11 4.07%	23 9.31%	65 33.33%
Total	270	247	195

Question 44: What sources do you use to locate Kapi`olani CC policies?			*This is Question 44 in 2018
	2012	2016	2018
I have not needed to locate Kapi`olani CC policies	26 9.81%	39 16.18%	20 10.47%
`Ohana		89 36.93%	75 39.27%
Quill	162 61.13%		
Kapi`olani CC Bulletin	41 15.47%	27 11.20%	
Kapi`olani CC website	171 64.53%	141 58.51%	116 60.73%
Office for Institutional Effectiveness website	43 16.23%	39 16.18%	34 17.80%
Departmental website	34 12.83%	28 11.62%	24 12.57%

Kapi`o website	7 2.64%	7 2.90%	
Kapi`o print	8 3.02%		
Email listserves	33 12.45%	42 17.43%	
The College Catalog			55 28.80%
Laulima	68 25.66%	40 16.60%	16 8.38%
UH System websites			66 34.55%
The public address syste	1 0.38%	11 4.56%	
Total	265	241	191

Question 45: Rate the functioning of the Office for Institutional Effectiveness, or OFIE			*This is Question 45 in 2018
1) OFIE facilitated the practice of using data-based and evidence-based decision-making on campus.			
	2012	2016	2018
Strongly Agree (+2)	51 19.10%	29 11.79%	38 19.49%
Somewhat Agree (+1)	59 22.10%	52 21.14%	51 26.15%
Neutral (0)	18 6.74%	24 9.76%	
Somewhat Disagree (-1)	7 2.62%	9 3.66%	13 6.67%
Strongly Disagree (-2)	7 2.62%	10 4.07%	14 7.18%
Don't know/NA (0)	125 46.82%	122 49.59%	79 40.51%
Total	267	246	195
Assigned Value	140	81	86

Total Assigned Value	534	492	390
% Assigned Value	26.22%	16.46%	22.05%

2) OFIE facilitated the development of a tactical and a strategic plan.			
	2012	2016	2018
Strongly Agree (+2)	47 17.67%	39 15.85%	43 22.16%
Somewhat Agree (+1)	56 21.05%	33 13.41%	48 24.74%
Neutral (0)	19 7.14%	20 8.13%	
Somewhat Disagree (-1)	2 0.75%	8 3.25%	6 3.09%
Strongly Disagree (-2)	5 1.88%	8 3.25%	6 3.09%
Don't know/NA (0)	137 51.50%	138 56.10%	91 46.91%
Total	266	246	194
Assigned Value	138	87	116
Total Assigned Value	532	492	388
% Assigned Value	25.94%	17.68%	29.90%

3) OFIE facilitated the tracking of the tactical and strategic plans.			
	2012	2016	2018
Strongly Agree (+2)	43 16.10%	31 12.81%	33 17.10%
Somewhat Agree (+1)	54 20.22%	38 15.70%	59 30.57%
Neutral (0)	14 5.24%	19 7.85%	
Somewhat Disagree (-1)	4 1.50%	8 3.31%	4 2.07%
Strongly Disagree (-2)	6 2.25%	10 4.13%	10 5.18%
Don't know/NA (0)	146 54.68%	136 56.20%	87 45.08%
Total	267	242	193
Assigned Value	124	72	101
Total Assigned Value	534	484	386
% Assigned Value	23.22%	14.88%	26.17%

4) OFIE increased the institution's capability of conducting research and evaluation of program and projects' effectiveness.			
	2012	2016	2018
Strongly Agree (+2)	54 20.22%	26 10.57%	37 19.27%
Somewhat Agree (+1)	55 20.60%	47 19.11%	49 25.52%
Neutral (0)	15 5.62%	21 8.54%	
Somewhat Disagree (-1)	10 3.75%	13 5.28%	9 4.69%
Strongly Disagree (-2)	7 2.62%	11 4.47%	12 6.25%
Don't know/NA (0)	126 47.19%	128 52.03%	85 44.27%
Total	267	246	192
Assigned Value	139	64	90
Total Assigned Value	534	492	384
% Assigned Value	26.03%	13.01%	23.44%

5) OFIE facilitated the streamlining of the grant application and proposal submission process.			
	2012	2016	2018
Strongly Agree (+2)	41 15.41%	31 12.65%	36 18.65%
Somewhat Agree (+1)	41 15.41%	37 15.10%	36 18.65%
Neutral (0)	17 6.39%	16 6.53%	
Somewhat Disagree (-1)	4 1.50%	4 1.63%	6 3.11%
Strongly Disagree (-2)	5 1.88%	9 3.67%	10 5.18%
Don't know/NA (0)	158 59.40%	148 60.41%	105 54.40%
Total	266	245	193
Assigned Value	109	77	82
Total Assigned Value	532	490	386
% Assigned Value	20.49%	15.71%	21.24%

6) OFIE increased the college's ability to seek new resources and external funding.			
	2012	2016	2018
Strongly Agree (+2)	61 23.02%	33 13.58%	39 20.21%
Somewhat Agree (+1)	43 16.23%	46 18.93%	41 21.24%
Neutral (0)	13 4.91%	14 5.76%	
Somewhat disagree (-1)	3 1.13%	3 1.23%	4 2.07%
Strongly Disagree (-2)	6 2.26%	9 3.70%	13 6.74%
Don't know/NA (0)	139 52.45%	138 56.79%	96 49.74%
Total	265	243	193
Assigned Value	150	91	89
Total Assigned Value	530	486	386
% Assigned Value	28.30%	18.72%	23.06%

OFIE improves campus planning.			
	2012	2016	2018
Strongly Agree (+2)			22 11.46%
Somewhat Agree (+1)			47 24.48%
Neutral (0)			
Somewhat disagree (-1)			12 6.25%
Strongly Disagree (-2)			16 8.33%
Don't know/NA (0)			95 49.48%
Total			192
Assigned Value			47
Total Assigned Value			384
% Assigned Value			12.24%

OFIE improves campus assessment

	2012	2016	2018
Strongly Agree (+2)			23 11.92%
Somewhat Agree (+1)			53 27.46%
Neutral (0)			
Somewhat disagree (-1)			11 5.70%
Strongly Disagree (-2)			17 8.81%
Don't know/NA (0)			89 46.11%
Total			193
Assigned Value			54
Total Assigned Value			386
% Assigned Value			13.99%

OFIE improves resource development			
	2012	2016	2018
Strongly Agree (+2)			19 9.84%
Somewhat Agree (+1)			42 21.76%
Neutral (0)			
Somewhat disagree (-1)			9 4.66%
Strongly Disagree (-2)			18 9.33%
Don't know/NA (0)			105 54.40%
Total			193
Assigned Value			35
Total Assigned Value			386
% Assigned Value			9.07%

Question 46: Rate the functioning of the Office for International Affairs, or OIA.		*This is Question 46 in 2018	
OIA enhanced communication between faculty, staff, and students regarding international education.			
	2012	2016	2018
Strongly Agree (+2)	11 4.15%	11 4.51%	12 6.15%
Somewhat Agree (+1)	40 15.09%	12 4.92%	26 13.33%
Neutral (0)	18 6.79%	24 9.84%	
Somewhat Disagree (-1)	11 4.15%	20 8.20%	20 10.26%
Strongly Disagree (-2)	19 7.17%	32 13.11%	28 14.36%
Don't Know/NA (0)	166 62.64%	145 59.43%	109 55.90%
Total	265	244	195
Assigned Value	13	-50	-26
Total Assigned Value	530	488	390
% Assigned Value	2.45%	10.25%	-6.67%

OIA broadened the opportunity to establish national and international partnerships in international education.			
	2012	2016	2018
Strongly Agree (+2)	24 9.06%	20 8.16%	21 10.88%
Somewhat Agree (+1)	42 15.85%	35 14.29%	40 20.73%
Neutral (0)	12 4.53%	20 8.16%	
Somewhat Disagree (-1)	6 2.26%	5 2.04%	5 2.59%
Strongly Disagree (-2)	8 3.02%	14 5.71%	14 7.25%
Don't Know/NA (0)	173 65.28%	151 61.63%	113 58.55%
Total	265	245	193
Assigned Value	68	42	49
Total Assigned Value	530	490	386
% Assigned Value	12.83%	8.57%	12.69%

OIA enhanced our students' intercultural understanding and educational experiences.			
	2012	2016	2018
Strongly Agree (+2)	22 8.33%	15 6.15%	18 9.33%
Somewhat Agree (+1)	44 16.67%	29 11.89%	39 20.21%
Neutral (0)	22 8.33%	24 9.84%	
Somewhat Disagree (-1)	4 1.52%	10 4.10%	10 5.18%
Strongly Disagree (-2)	7 2.65%	15 6.15%	13 6.74%
Don't Know/NA (0)	165 62.50%	151 61.89%	113 58.55%
Total	264	244	193
Assigned Value	70	19	39
Total Assigned Value	528	488	386
% Assigned Value	13.26%	3.89%	10.10%

OIA strengthens the international culture of the campus.			
	2012	2016	2018
Strongly Agree (+2)			20 10.42%
Somewhat Agree (+1)			44 22.92%
Neutral (0)			
Somewhat Disagree (-1)			5 2.60%
Strongly Disagree (-2)			14 7.29%
Don't Know/NA (0)			109 56.77%
Total			192
Assigned Value			51
Total Assigned Value			384
% Assigned Value			13.28%

Honda International Center strengthens the international culture of the campus.

	2012	2016	2018
Strongly Agree (+2)			35 18.04%
Somewhat Agree (+1)			49 25.26%
Neutral (0)			
Somewhat Disagree (-1)			10 5.15%
Strongly Disagree (-2)			14 7.22%
Don't Know/NA (0)			86 18.04%
Total			194
Assigned Value			81
Total Assigned Value			388
% Assigned Value			20.88%

Question 47: Rate the functioning of the Office of Academic Affairs, or OAA.			*This is Question 47 in 2018
1) OAA allowed academic administrators and personnel to focus better on improving learning outcomes.			
	2012	2016	2018
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%	
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2) OAA allowed academic administrators and personnel to focus better on improving teaching processes.			
	2012	2016	2018
Strongly Agree (+2)	16 6.02%	11 4.51%	22 11.52%
Somewhat Agree (+1)	37 13.91%	29 11.89%	40 20.94%
Neutral (0)	25 9.40%	24 9.84%	
Somewhat Disagree (-1)	5 1.88%	12 4.92%	19 9.95%
Strongly Disagree (-2)	9 3.38%	13 5.33%	8 4.19%
Don't know/NA (0)	174 65.41%	155 63.52%	102 53.40%
Total	266	244	191
Assigned Value	46	13	49
Total Assigned Value	532	488	382
% Assigned Value	8.65%	2.66%	12.83%

3) OAA allowed more effective and efficient use of resources (e.g., human, physical, technological, and financial) within and between programs.			
	2012	2016	2018
Strongly Agree (+2)	16 6.08%	8 3.28%	20 10.47%
Somewhat Agree (+1)	30 11.41%	24 9.84%	38 19.90%
Neutral (0)	30 11.41%	23 9.43%	
Somewhat Disagree (-1)	7 2.66%	11 4.51%	15 7.85%
Strongly Disagree (-2)	9 3.42%	16 6.56%	10 5.24%
Don't know/NA (0)	171 65.02%	162 66.39%	108 56.54%
Total	263	244	191
Assigned Value	37	-3	43
Total Assigned Value	526	488	382
% Assigned Value	7.03%	-0.61%	11.26%

4) OAA promoted uniformly measurable standards to be applied to all programs.			
	2012	2016	2018
Strongly Agree (+2)	15 5.64%	8 3.29%	18 9.47%
Somewhat Agree (+1)	27 10.15%	23 9.47%	42 22.11%
Neutral (0)	29 10.90%	25 10.29%	
Somewhat Disagree (-1)	2 0.75%	8 3.29%	12 6.32%
Strongly Disagree (-2)	9 3.38%	15 6.17%	11 5.79%
Don't know/NA (0)	184 69.17%	164 67.49%	107 56.32%
Total	266	243	190
Assigned Value	37	1	44
Total Assigned Value	532	486	380
% Assigned Value	6.95%	0.21%	11.58%

OAA improves student engagement for the campus			
	2012	2016	2018
Strongly Agree (+2)			16 8.38%
Somewhat Agree (+1)			36 18.85%
Neutral (0)			
Somewhat Disagree (-1)			22 11.52%
Strongly Disagree (-2)			10 5.24%
Don't know/NA (0)			107 56.02%
Total			191
Assigned Value			26
Total Assigned Value			382
% Assigned Value			6.81%

OAA improves student achievement for the campus			
	2012	2016	2018

Strongly Agree (+2)		20	10.58%
Somewhat Agree (+1)		39	20.63%
Neutral (0)			
Somewhat Disagree (-1)		16	8.47%
Strongly Disagree (-2)		8	4.23%
Don't know/NA (0)		106	56.08%
Total		189	
Assigned Value		47	
Total Assigned Value		378	
% Assigned Value			12.43%

Question 48: Rate the functioning of the Center for Excellence in Learning, Teaching & Technology, or CELTT.				*This is Question 48 in 2018
CELTT enhanced the campus capacity to offer online and hybrid courses.				
	2012	2016	2018	
Strongly Agree (+2)	107 40.38%	65 26.86%	83 42.78%	
Somewhat Agree (+1)	77 29.06%	61 25.21%	59 30.41%	
Neutral (0)	17 6.42%	22 9.09%		
Somewhat Disagree (-1)	4 1.51%	6 2.48%	3 1.55%	
Strongly Disagree (-2)	4 1.51%	8 3.31%	4 2.06%	
Don't know/NA (0)	56 21.13%	80 33.06%	45 23.20%	
Total	265	242	194	
Assigned Value	279	169	214	
Total Assigned Value	530	484	388	
% Assigned Value	52.64%	34.92%	55.15%	

CELTT provided (more -2012, 2016 wording) (sufficient-2018 wording) professional development opportunities.			
	2012	2016	2018
Strongly Agree (+2)	102 38.49%	75 30.99%	69 35.38%
Somewhat Agree (+1)	93 35.09%	79 32.64%	77 39.49%
Neutral (0)	19 7.17%	26 10.74%	
Somewhat Disagree (-1)	6 2.26%	10 4.13%	20 10.26%
Strongly Disagree (-2)	8 3.02%	8 3.31%	8 4.10%
Don't Know/NA (0)	37 13.96%	44 18.18%	21 10.77%
Total	265	242	195
Assigned Value	275	203	179
Total Assigned Value	530	484	390
% Assigned Value	51.89%	41.94%	45.90%

CELTT sufficiently supported technology-enhanced teaching and learning experience.			
	2012	2016	2018
Strongly Agree (+2)	112 42.11%	84 35.00%	83 42.78%
Somewhat Agree (+1)	81 30.45%	71 29.58%	73 37.63%
Neutral (0)	17 6.39%	22 9.17%	
Somewhat Disagree (-1)	11 4.14%	4 1.67%	8 4.12%
Strongly Disagree (-2)	6 2.26%	11 4.58%	4 2.06%
Don't Know/NA (0)	39 14.66%	48 20.00%	26 13.40%
Total	266	240	194
Assigned Value	282	213	223
Total Assigned Value	532	480	388
% Assigned Value	53.01%	44.38%	57.47%

CELTT provided sufficient technological support for campus operation.			
	2012	2016	2018
Strongly Agree (+2)	115 43.56%	97 40.08%	105 53.85%
Somewhat Agree (+1)	87 32.95%	74 30.58%	61 31.28%
Neutral (0)	14 5.30%	17 7.02%	
Somewhat Disagree (-1)	13 4.92%	9 3.72%	13 6.67%
Strongly Disagree (-2)	6 2.27%	12 4.96%	7 3.59%
Don't Know/N/A (0)	29 10.98%	33 13.64%	9 4.62%
Total	264	242	195
Assigned Value	292	235	244
Total Assigned Value	528	484	390
% Assigned Value	55.30%	48.55%	62.56%

CELTT strengthens campus capacity for technology-enhanced teaching and learning			
	2012	2016	2018
Strongly Agree (+2)			90 46.39%
Somewhat Agree (+1)			64 32.99%
Neutral (0)			
Somewhat Disagree (-1)			9 4.64%
Strongly Disagree (-2)			5 2.58%
Don't Know/N/A (0)			26 13.40%
Total			194
Assigned Value			225
Total Assigned Value			388
% Assigned Value			57.99%

Question 49: Rate the functioning of the Office for Administrative Services, or OAS.

*This is Question 50 in 2018

1) OAS promoted a safe physical learning and working environment for students, faculty, and staff.			
	2012	2016	2018
Strongly Agree (+2)	28 10.61%	22 8.98%	29 15.18%
Somewhat Agree (+1)	66 25.00%	61 24.90%	66 34.55%
Neutral (0)	32 12.12%	34 13.88%	
Somewhat Disagree (-1)	14 5.30%	21 8.57%	20 10.47%
Strongly Disagree (-2)	12 4.55%	18 7.35%	20 10.47%
Don't know/NA (0)	112 42.42%	89 36.33%	56 29.32%
Total	264	245	191
Assigned Value	84	48	64
Total Assigned Value	528	490	382
% Assigned Value	15.91%	9.80%	16.75%

2) OAS improved efficiency in matters of human resources.			
	2012	2016	2018
Strongly Agree (+2)	10 3.76%	16 6.56%	19 9.90%
Somewhat Agree (+1)	38 14.29%	42 17.21%	37 19.27%
Neutral (0)	33 12.41%	31 12.70%	
Somewhat Disagree (-1)	27 10.15%	23 9.43%	33 17.19%
Strongly Disagree (-2)	44 16.54%	26 10.66%	37 19.27%
Don't know/NA (0)	114 42.86%	106 43.44%	66 34.38%
Total	266	244	192
Assigned Value	-57	-1	-32
Total Assigned Value	532	488	384
% Assigned Value	-10.71	-0.20	-8.33

3) OAS improved efficiency in matters of finance through the Business Office.			
	2012	2016	2018
Strongly Agree (+2)	5 1.87%	8 3.27%	15 7.81%
Somewhat Agree (+1)	17 6.37%	36 14.69%	31 16.15%
Neutral (0)	30 11.24%	32 13.06%	
Somewhat Disagree (-1)	30 11.24%	25 10.20%	28 14.58%
Strongly Disagree (-2)	60 22.47%	29 11.84%	44 22.92%
Don't know/NA (0)	125 46.82%	115 46.94%	74 38.54%
Total	267	245	192
Assigned Value	-123	-31	-55
Total Assigned Value	534	490	384
% Assigned Value	-23.03	-6.33	-14.32

4) OAS improved efficiency in matters of campus physical operations management.			
	2012	2016	2018
Strongly Agree (+2)	11 4.12%	9 3.70%	20 10.36%
Somewhat Agree (+1)	47 17.60%	38 15.64%	52 26.94%
Neutral (0)	31 11.61%	38 15.64%	
Somewhat Disagree (-1)	24 8.99%	24 9.88%	25 12.95%
Strongly Disagree (-2)	23 8.61%	20 8.23%	26 13.47%
Don't know/NA (0)	131 49.06%	114 46.91%	70 36.27%
Total	267	243	193
Assigned Value	-1	-8	15
Total Assigned Value	534	486	386
% Assigned Value	-0.19%	-1.65%	3.89%

5) OAS's information and technology infrastructure (e.g., online request, online training) facilitated administrative service processes.			
	2012	2016	2018

Strongly Agree (+2)	16 6.02%	18 7.38%	22 11.58%
Somewhat Agree (+1)	52 19.55%	48 19.67%	54 28.42%
Neutral (0)	35 13.16%	29 11.89%	
Somewhat Disagree (-1)	8 3.01%	11 4.51%	19 10.00%
Strongly Disagree (-2)	12 4.51%	18 7.38%	20 10.53%
Don't know/NA (0)	143 53.76%	120 49.18%	75 39.47%
Total	266	244	190
Assigned Value	52	37	39
Total Assigned Value	532	488	380
% Assigned Value	9.77%	7.58%	10.26%

OAS improves fiscal services.			
	2012	2016	2018
Strongly Agree (+2)			13 6.88%
Somewhat Agree (+1)			32 16.93%
Neutral (0)			
Somewhat Disagree (-1)			21 11.11%
Strongly Disagree (-2)			42 22.22%
Don't know/NA (0)			81 42.86%
Total			189
Assigned Value			-47
Total Assigned Value			378
% Assigned Value			-12.43

OAS improves facilities services.			
	2012	2016	2018
Strongly Agree (+2)			20 10.53%

Somewhat Agree (+1)		56 29.47%
Neutral (0)		
Somewhat Disagree (-1)		21 11.05%
Strongly Disagree (-2)		28 14.74%
Don't know/NA (0)		65 34.21%
Total		190
Assigned Value		19
Total Assigned Value		380
% Assigned Value		5.00%

Question 50: Rate the functioning of Kahikoluamea			
1) Kahikoluamea supported first-year college students in their transition to college level coursework.			
	2012	2016	2018
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	2018
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	2018
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%		

Question 51: Rate the functioning of the Office of Student Affairs, or OSA. (I. Mission, Academic Quality and Institutional Effectiveness, and Integrity and IV. Leadership and Governance)			*This is Question 49 in 2018
OSA allows student support administrators and personnel to focus on improving student support services.			
	2012	2016	2018
Strongly Agree (+2)			25 13.02%
Somewhat Agree (+1)			55 28.65%
Neutral (0)			
Somewhat Disagree (-1)			8 4.17%
Strongly Disagree (-2)			21 10.94%
Don't Know/NA (0)			83 43.23%
Total			192
Assigned Value			55
Total Assigned Value			384
% Assigned Value			14.32%

OSA allows more effective and efficient use of resources (e.g. human, physical, technological, and financial) within and between programs and services.			
	2012	2016	2018
Strongly Agree (+2)			22 11.58%
Somewhat Agree (+1)			35 18.42%
Neutral (0)			
Somewhat Disagree (-1)			12 6.32%
Strongly Disagree (-2)			22 11.58%
Don't Know/NA (0)			99 52.11%
Total			190
Assigned Value			23
Total Assigned Value			380

% Assigned Value		6.05%
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OSA promotes uniformly measurable standards to be applied to all programs and services.			
	2012	2016	2018
Strongly Agree (+2)			19 10.05%
Somewhat Agree (+1)			34 17.99%
Neutral (0)			
Somewhat Disagree (-1)			14 7.41%
Strongly Disagree (-2)			24 12.70%
Don't Know/NA (0)			98 51.85%
Total			189
Assigned Value			10
Total Assigned Value			378
% Assigned Value			2.65%

OSA improves student engagement for the campus			
	2012	2016	2018
Strongly Agree (+2)			37 19.37%
Somewhat Agree (+1)			45 23.56%
Neutral (0)			
Somewhat Disagree (-1)			11 5.76%
Strongly Disagree (-2)			18 9.42%
Don't Know/NA (0)			80 41.88%
Total			191
Assigned Value			72
Total Assigned Value			382
% Assigned Value			18.85%

OSA improves student learning for the campus

	2012	2016	2018
Strongly Agree (+2)			31 16.23%
Somewhat Agree (+1)			39 20.42%
Neutral (0)			
Somewhat Disagree (-1)			9 4.71%
Strongly Disagree (-2)			23 12.04%
Don't Know/NA (0)			89 46.60%
Total			191
Assigned Value			46
Total Assigned Value			382
% Assigned Value			12.04%

OSA improves student achievement for the campus			
	2012	2016	2018
Strongly Agree (+2)			28 14.81%
Somewhat Agree (+1)			40 21.16%
Neutral (0)			
Somewhat Disagree (-1)			13 6.88%
Strongly Disagree (-2)			20 10.58%
Don't Know/NA (0)			88 46.56%
Total			189
Assigned Value			43
Total Assigned Value			378
% Assigned Value			11.38%

Question 52: Rate the functioning of the Office of Community and Continuing Education, or OCCE. (I. Mission, Academic Quality and Institutional Effectiveness, and Integrity and IV. Leadership and Governance)	*This is Question 51 in 2018
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OCCE allows administrators and personnel to focus on improving continuing and community education.			
	2012	2016	2018
Strongly Agree (+2)			13 6.81%
Somewhat Agree (+1)			29 15.18%
Neutral (0)			
Somewhat Disagree (-1)			13 6.81%
Strongly Disagree (-2)			19 9.95%
Don't Know/NA (0)			117 61.26%
Total			191
Assigned Value			4
Total Assigned Value			382
% Assigned Value			1.05%

OCCE allows more effective and efficient use of resources (e.g., human, physical, technological, and financial) within and between programs and services.			
	2012	2016	2018
Strongly Agree (+2)			6 3.14%
Somewhat Agree (+1)			26 13.61%
Neutral (0)			
Somewhat Disagree (-1)			18 9.42%
Strongly Disagree (-2)			22 11.52%
Don't Know/NA (0)			119 62.30%
Total			191
Assigned Value			-24
Total Assigned Value			382

% Assigned Value		-6.28%
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OCCE promotes uniformly measurable standards to be applied to all programs and services.			
	2012	2016	2018
Strongly Agree (+2)			6 3.14%
Somewhat Agree (+1)			23 12.04%
Neutral (0)			
Somewhat Disagree (-1)			10 5.24%
Strongly Disagree (-2)			21 10.99%
Don't Know/NA (0)			131 68.59%
Total			191
Assigned Value			-17
Total Assigned Value			382
% Assigned Value			-4.45%

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, and 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: $136 + 81 + 0 + -1 + -16 = 200$.

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.

In cases where the majority of participants responded either "neutral" or "don't know/NA," the percent assigned value will be closer to 0. In these scenarios, the calculated percent 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 percent assigned value would result in a lower score. Large numbers of "don't know/NA" responses skew the calculation. In interpreting questions with high proportions of DK/NA care should be taken to avoid equating Don't Know/Not Applicable responses with neutral responses.

Finally, a note on the Chi-Square calculations. Don't Know/Not (DK/NA) applicable values were excluded from the Chi-Square distribution tests. Where neutral values appeared in 2016, but not 2018 these were excluded as well from Chi-square calculations. The Chi-Square is applicable to testing the difference in distributions of choices. DK/NA values represent the inability to make a choice or absence of a choice, hence their exclusion.

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