

Hawaii Graduation Initiative Systemwide Convening on Returning Adults
April 4, 2019
 Meeting Feedback

Meeting participants provided feedback on the day-long systemwide meeting on returning adults. About one-third of participants responded to the online survey. The feedback was incredibly positive and indicates increasing engagement on the targeted groups of students.

Total attendees: 82

Number of respondents: 26 (32% response rate)

Hawai'i CC	3	UH Hilo	2
Honolulu CC	1	UH Maui College	2
Kapi'olani CC	2	UH System	5
Kaua'i CC	2	UH West Oahu	2
Leeward CC	2	Windward CC	2
UH Foundation	1		

Feedback on meeting activities/objectives:

1. Our team developed or improved our plan for returning adults: 100% agreed (split between strongly and somewhat agreed)
2. I gained new insights about the Windward students who shared: 96% agreed (split between strongly and somewhat agreed)
3. I gained new insights by participating in the roundtables: 100% agreed (77% strongly agreed)
4. I gained new insights from the data that was shared: 100% agreed (63% strongly agreed)
5. I am excited about implementing our plan to support returning adults: 100% agreed (71% strongly agreed)
6. I am confident that our returning adults will be better supported in the future: 100% agreed (75% strongly agreed)
7. Most think that returning adults is a good opportunity for their campus.
 On a scale of 1-5 (5 being a "very high opportunity"), average response was 4.04 with 52% responding that returning adults is a very high opportunity.

Most compelling reasons for returning adults initiative

Respondents were asked to identify the top three most compelling reasons for the returning adults initiative:

To improve students' employment opportunities.	13
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We owe it to the community	11
For students to achieve their personal goals	10
For students to achieve their educational goals	9
We owe it to students	6
To achieve degree completion	5
To increase Hawaii's educational capital (55 by 25)	4
To achieve equity of educational outcomes	3
To increase enrollment	3

Roundtables of Interest (for future webinars)

Academic Pathways: "Catalog year" for returning students	6
Academic Pathways: Academic Technology to Assist Returning Adults (STAR-GPS)	8
Academic Pathways: Online 5-week Courses for Returning Adults	11
Onboarding: Returning Adults Portal	
Onboarding: Admissions Portal	4
Onboarding: CRM for Managing Prospective Students	9
Onboarding: Ho'ina: RAds Concierge	4
Onboarding: Returning Adults "Navigator"	5
Prior Learning Assessment: Prior Learning Assessment 2.0	6
Prior Learning Assessment: Prior Learning Assessment via CLEP Testing	8
Student Support: Academic Bankruptcy	7
Student Support: Academic Renewal	7
Student Support: Kids' College	6
Student Support: One Night to Success	2
Student Support: HINET Support	3
Student Support: Student Emergency Funds	11
Re-entry Scholarships	9

Things campus should prioritize for returning adults

1. Wraparound support services that meet needs of returning adults: financial supports, scholarships, child care options, evening hours (various), Concierge or navigator to help students avoid being passed around from office to office.
2. Prior Learning Assessment (6)
3. Flexible class scheduling and delivery such as evening courses (5)
4. Marketing: Targeted marketing, returning adults website (3)
5. Understanding data on returning adults (2)
6. Have a focused campus plan (2)
7. Dedicated/designated returning adults counselor/navigator (2)
8. Improve advising (2): "Overhaul advising," Implement UHH Task Force on Advising recommendations to strengthen advising within academic units
9. Informing broader campus stakeholders about needs of group

10. Academic renewal (addressing prior poor academic performance)

Actions that SYSTEM should prioritize for returning adults

1. Prior Learning Assessment policies and practices (4) including military/ prior learning credit and CLEP scores. The program chairs and credit reviewers are "guessing" what should transfer. Its not consistent.
2. Communications support: Marketing (3), online portal for returning adults
3. Convening to keep people on track and share strategies and progress
4. Data (2) including individual record level data for campuses to track and profile and track students
5. Scholarships for returning adults (2)
6. Policy work (multiple): look at holds and give guidance to campuses, system goals for returning adults, streamline application process for returning students (2), prioritize our commitment to the military
7. Targeted funding (multiple): Support implementation of what's working, funding for campus priorities, funding for pilot outreach and advising initiatives, systematizing best practices
8. Instead of working on a policy regarding catalog year for returning students, it may be more useful to develop a common leave of absence policy (ala Manoa and Hilo). There would be "benefits" for students to declare a leave (e.g., keep catalog year, no need to reapply) and there would be advantages for campuses (e.g., maintain list of "hot leads" of students who intend to return, track reasons for students stopping out).

Actions individuals (self) should prioritize

1. Prior Learning Assessment (5): CLEP testing and Joint Service Transcript evaluation; engaging campus community through professional development on PLA; focus on a process for prior learning and military credits as a system; champion our initiative to increase our CLEP offerings from 11 to 33.
2. Work on advising (2) including implementation of recommendations outlined in the Report of the UHH Task Force on Advising to strengthen advising capacity within academic units
3. Targeted campus-level funding to support program innovation (2)
4. Communicate with campus (various): About campus plans, convene follow-up meetings to keep people on track and share what's working, work with staff
5. Intentional course offerings (various): night/evening classes, optimize class schedules
6. Advocate for students
7. Learn intake process
8. Implement one stop center
9. Academic renewal
10. Communication with students: Website for returning students

I like...

- Campus sharing (6): the opportunity to "steal" ideas from the other campuses, variety of strategies among campuses
- Organization of meeting (5)
- That we (ten campuses) were all working together (4)
- Format and/or content of roundtables (3)
- Team time for planning (2)
- Workshop had applicability beyond returning adults.
- That we are looking to support returning adults to achieve their personal goals.

I wish...

1. Change in meeting timing/format: more time for roundtables, more time to debrief what we learned at roundtables, not during early advising week
2. More time for cross-campus work: meet on quarterly basis
3. More collaboration: collaboration between campuses, everyone worked as a team
4. More support for returning adults: full time returning adults coordinator, funding for pilots, more funding or professional development, more funding for implementation of plans/innovations, data for tracking implementation of innovations
5. Similar meeting that brings campuses together around transfer.
6. Documentation of what campuses are doing.

I wonder...

- About the difference in cost we spend on a new/returning student vs. A returning adult
- How soon we'll realize the benefits of taking action in this area.
- How this is all going to go!! =)
- How well technology will help us
- If the data we requested are available.
- If there are other ideas out there that we may have missed
- If there is a person or office at the system dedicated to taking the knowledge gained at such meetings and helping campuses to implement these ideas on their own campus.
- If they care or realized campuses are all doing different things.
- If we can find out why returning adults are not returning to our campus at the same percentage rate as other campuses. Is it related to programs? What can we do to facilitate and support students who want to return to programs that are at capacity?
- If we can work with each other (campus wide)
- If we'll continue this conversation throughout the year.
- What I don't know that I should know.
- What other states are doing for Returning Adults
- What would happen if some stuff was standardized between campuses
- Where we could get more funds to provide scholarships for returning adults in the community colleges?
- Which initiatives would have the best ROI.
- Why we can't approach things from campus perspective and get funding?