Title: Walk-In Counseling Activity

Purpose:
- To determine the walk-in activity throughout the year and specifically during periods of registration. Evaluate data to determine ways to reduce backlogs during peak registration periods.

Background:
- Honolulu Community College normally uses a “walk-in” basis rather than an appointment basis to see students. This allows for maximum number of students to be seen in a day. It does create backlogs during peak periods and with a limited number of counselors, students may leave without having seen a counselor.

Assessment Activities:
- A log is maintained that includes the following data. During the past year it was copied onto an excel database that allowed for easy retrieval of data. The number of students signed in by day-of-the week, those seeing counselors and those who left without seeing a counselor were recorded for analysis.
- Other factors effecting the time spent with students were discussed with counselors.

Findings:
- The busiest days of the week for walk-ins have been

Assessment:
- Actions need to be taken using the findings to reduce the student traffic during peak days and hours.
- Look at other measures that can be taken to reduce the time spent with students during pick hours.

Action Plan:
- Advertise in the college newspaper when the best times to register are and encourage them to see counselors then. Appointments might be used to commit students to come.
- Reduce or eliminate the time spent to assist students with such things as showing them how to navigate the UH-Portal.
- Re-evaluate after the first two parts of the plan are implemented.