

EXECUTIVE SUMMARY

Hawai'i Community College Student Services consist of the following units: Information Office; Admissions and Registration Office; Records and Internal Data Management Office; Financial Aid Office; Counseling Department (Counseling, Advising and Support Services Center; Career Exploration and Job Placement Center; Services for Students with Disabilities); and Student Life Program (Student Government, Student Activities, and Student Lounge).

Through the phases for matriculation, retention, and transition, Student Services provide the services and programs to ensure access, support progress, and facilitate success. Student Services provide the support for academic programs through outreach, recruitment, enrollment, retention, and transition to employment and/or further studies. Student Services support students so that they will be successful in their instructional programs, in their careers, and in their lives.

The 2009-2010 academic year saw a 10.8% increase in annual headcount from the previous year with no increase in the number of permanent G-funded staff. The Enrollment Growth Fund was used to provide overtime for office assistants who were working long hours to accommodate the increased workload. GEAR UP funds supported outreach efforts to high school students transitioning to college. Perkins funds supported services for Students with Disabilities and CTE students transitioning from the high school to the college.

This phenomenal growth from the previous year was reflected in a number of ways in the Student Services area. The Native Hawaiian student population increased from 35.78% to 40.37% of enrolled students. Native Hawaiian students who received Federal Pell Grants increased from 521 to 766. The number of certificates/degrees conferred and diplomas processed increased by 15% (from 459 to 530). The head count of students earning at least one certificate/degree increased by 20% (from 369 to 444). The number of veterans, whose courses were certified for VA benefits, increased by 20% (from 149 to 1180). The number of students receiving Pell grants increased by 52% (from 986 students to 1500 students). The dollar amount of Pell grants paid to students increased by 80% (from \$2,799,540 to \$5,045,259). The dollar amount of all aid paid to students increased by 92% (from \$4,369,400 to \$8,388,876). The percentage of the students served by the counselors rose from approximately 54.7% to 59.6%.

These increases have meet goals and outcomes set in the 2008 – 2015 UH System and UHCC Strategic Goals and Outcomes. Each Student Service unit was tasked to look at their operation, services, and programs to see how things could be changed to accommodate the increasing enrollment. It is apparent that to keep up with the increasing enrollment even with streamlining operations and modifying models of the delivery of service, additional staffing is needed. A few of the units have since requested casual and temporary positions to meet the increasing workload. Included in this annual report is the request for permanent office assistant positions and permanent APT positions.

Barbara Arthurs, Ed.D.
Vice Chancellor for Student Affairs