HAWAI`I COMMUNITY COLLEGE
ANNUAL UNIT PROGRAM REVIEW

COUNSELING UNIT

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Unit Review at Hawai`i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Student Learning Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college- wide process, the Program/Unit Reviews are available to the college and community at large to enhance communication and public accountability.

Program	Counseling Unit

College Mission Statement

Hawai`i Community College promotes student learning by embracing our unique Hawai`i Island culture and inspiring growth in the spirit of E' Imi Pono. Aligned with the UH Community Colleges system's mission, we are committed to serving all segments of our Hawai`i island community.

Program Mission Statement

Counseling Unit: *Through encouragement and with respect and integrity, counselors inform and empower a diverse group of students to reach their educational goals and to enrich their community.*

Sub Programs Mission, Purpose and Goals Statement

Career Center: *The mission of the HawCC Career Center is to assist and support students and prospective students in clarifying and planning purposeful career, employment and educational goals through the use of informational resources and career counseling.*

**Ha`awi Kokua Program Disability Services:** *The Ha`awi Kokua Program Mission is to promote equal opportunity for individuals with disabilities, by facilitating their full participation in their regular courses and activities that are offered at Hawai`i Community College to gain the maximum benefit from their educational experience.*

Student Learning Outcomes (The student will be able to ...)

- Identify barriers to success and develop a plan for mitigation
- Demonstrate understanding of information needed to navigate through the college system
- Formulate and apply problem-solving decision-making skills
- Further refine and/or adjust values and goals
- Engage in meaningful employment

OVERALL PROGRAM HEALTH

Healthy		**Cautionary**	x	**Unhealthy**	

The cautionary rating is primary due to the anticipated loss of Carl Perkins funding for counseling and other positions within the unit.

Part III. Assessment Results established benchmarks

Benchmarks

Note: Data below will be used as the baseline for quantitative measuring of improvement goals.	**Quantitative Measure**	
Importance, Frequency, and Satisfaction	CCSSE Report 2006	
Importance: Number and % of students who indicated that the following services were somewhat or very important to them	#	**%**
(a) Academic Advising	107	93.1%
(b) Career Counseling	94	82.5%
(c Job Placement Assistance	67	59.3%
(d) Service to Students with Disabilities	63	57.8%
Frequency: Number and % of students who indicated that they used the following services sometimes or often.	#	**%**
(a) Academic Advising	66	56%
(b) Career Counseling	42	35.3%
(c Job Placement Assistance	13	10.9%
(d) Service to Students with Disabilities	10	8.5%
Satisfaction: Number and % students who reported that they were somewhat or very satisfied with the following	#	**%**
(a) Academic Advising	76	64.9%
(b) Career Counseling	55	47.1%
(c Job Placement Assistance	21	18.1%
(d) Service to Students with Disabilities	20	17.9%
Orientation	CCSSE Report 2006	
Number and % of student who have done, are doing, or plan to do a College orientation program or course while attending HawCC.	#	**%**
Not done, nor plan to do	79	64.4%
Plan to do	15	12.3%
Have done	24	23.4%
Ratios	Institutional Analyst HawCC	
G-Funded Counselors to student headcount ratio	1:518	

Part IV. Analysis of Program

The counseling unit at HawCC provides outreach, matriculation, retention, transition, and other services. The unit also provides career exploration as well as job preparation, referral and placement services. Additionally, individual counselors provided case management services to students in career and technical majors and to students with disabilities.

1. Outreach

- Provide and staff information booths at a variety of Career and College Fairs
- Lead information sessions at high schools, rehab centers, and DOE events
- Coordinate Building Better Bridges, a high school counselor outreach event
- Coordinate team building activities with University of Hilo student services unit.

2. Matriculation Services

- Assist with application and admissions process including choice of major
- Offer general financial aid information and make referrals to financial aid office
- Administer orientation for new, returning, and transfer students
- Provide academic advising (COMPASS scores interpretation, review of program requirements, course selection, etc.) and assistance with on-line registration
- Offer unofficial Transfer Transcript Evaluations and make referrals to the Records Office
- Issue permission for course overrides (green cards) when appropriate
- Coordinate and administer registration and advising sessions
- Guide students through career planning during admission

3. Retention Services

- Help students identify barriers and mitigation strategies for college success
- Help students identify and plan for educational, career, and life goals
- Enable student to gain employment through job search/prep/placement services
- Provide educational/personal counseling and advising for all at-risk students
- Offer academic advising for continuing students
- Make scholarship information available and assist in application process
- Assist with financial aid and other appeals
- Offer mediation services
- Make referrals to appropriate human service providers and agencies
- Guide continuing students through career planning.

4. Transition Services

- Help students match current major and class choices with requirement of future institution
- Check that students meet all requirements necessary for graduation
- Help students secure post-graduate employment
- Assist students with complete withdraw process including re-entry guidelines

Part IV. Analysis of Program (Continued)

4. Transition Services (Continued)

- Help students successfully transition from correctional facility and/or substance abuse treatment program to college
- Help high school students including "running start students" successfully transition from high school to college
- Provide career planning during transition periods

5. Other Services

- Answer general information questions concerning all aspects of HawCC
- Provide accommodate students with disabilities and academic challenges
- Offer individualized and specialized services guided by self-disclosed needs and barriers assessment (Case Management)
- Supervise and train student employees in the unit
- Support the college through grant writing and committee membership and leadership

Part V. Plans for Improvement

1) Increase number of General Funded Counselors (add 4 Positions)

2) Implement Strategic Enrollment Management Plan that includes case management services. Identify and case-manage at least 500 at risk students by Fall 2008.

3) Increase direct counselor-to-student contact and services.
    a. Increase the number of students who report receiving academic advising/planning services either often or sometimes by 5% every two years for 4 years (Baseline 2006 CCSSE Report).
    b. Increase the number of students who report they have participated in a college orientation program or course by 5% every two years for 4 years (Base Line 2006 CCSSE Report).
    c. Increase the persistent rate of first time fall semester students by 1.25% per year for 4 years (Fall to Fall one year later).
    d. Expand the number of counselor taught courses.

4) Develop instruments and delivery methods for measuring student learning outcomes.

5) Update, improve quality and expand scope of Counseling Unit on-line services.

Part VI. Budget Implications

Inventory replacement needs for the counseling unit are outlined in Table A. Table B outlines additional personnel required to implement the unit's **Plans for Improvement**, and Table C outlines space and inventory needs for the additional personnel listed in Table B. Justification for budget request follow the individual tables.

Table A: Replacement Inventory Needs and Cost for Career Center, Ha'awi Kokua Lab and General Funded Personnel

Location	Replacement Inventory	Inventory Cost	Replacement Date
Career Center Bld 379 Room 1A	(1) Printer	$500	Spring 2007
Kokua Lab Bld. 388 Room 104	(2) Computer/Monitor	$3,000	Spring 2007
Counselor Office Bld. 388 Room 106	(1) Computer/Monitor/Printer	$1,800	Spring 2007
Counselor Office Bld. 379 Room 8A	(1) Computer/Monitor/Printer	$1,800	Spring 2007
Counselor Office Bld. 379 Room 4	(1) Monitor and (1) Printer	$700	Spring 2007
Counselor Office Bld. 379 Room 1F	(1) Computer/Monitor/Printer	$1,800	Fall 2007
Clerk Bld. Office 379 Room 3	(1) Computer/Monitor/Printer	$1,800	Fall 2007
Career Center Bld 379 Room 1A	(4) Computer/Monitor	$6,000	Fall 2008
	Total Cost	**$17,400**	

Justification for Inventory Expenses in Table A:
Request for replacement inventory are based on a 4 year cycle. All computers, monitors, and printers will be more than 4 years old at replacement date (semester, year).

Table B:
Additional Personnel Needed for Improvement Plan

Position	Salary & Fringe	Total
Strategic Enrollment Management Counselor – ATE Division (11-month) (100% FTE)	$47,004 + $18,176 (38.67%)	$65,180
Strategic Enrollment Management Counselor – BEAT & HOST Divisions (11-month) (100% FTE)	$47,004 + $18,176 (38.67%)	$65,180
Strategic Enrollment Management Counselor – NURS Division (11-month) (100% FTE)	$47,004 + $18,176 (38.67%)	$65,180
Strategic Enrollment Management Counselor – International Students (11-month) (100% FTE)	$47,004 + $18,176 (38.67%)	$65,180
Clerk-Typist II – Counseling Center	$23,736 + $8,628 (36.35%)	$32,364
Clerk-Typist II – Career Center	$23,736 + $8,628 (36.35%)	$32,364
Clerk-Typist II – Disability Services	$23,736 + $8,628 (36.35%)	$32,364
Student Assistant – Counseling Center	$5,000 + $58 (1.15%)	$5,058
Student Assistant – Career Center & Job Referral	$5,000 + $58 (1.15%)	$5,058
Student Assistant – Disability Services	$25,000 + $288 (1.15%)	$25,288
		TOTAL $393,216.00

Justification for Additional Personnel in Table B:

Currently, the ratio of G-funded counselors to students 1:518. The Council for the Advancement of Standards in Higher Education (CAS) recommends a maximum ratio of 1:300. The National Association for College Admission Counseling and the American School Counselor Association

recommends that
Justification for Additional Personnel in Table B (Continued):

the ratio be between 1:100 (ideal) and 1:300 (maximum). Request for 4 additional G-Funded counselors fall within these guidelines.

HawCC Strategic Enrollment Management (SEM) will encompass many services, but two primary focuses will be on the retention of at-risk students in Career and Technical Majors and an expansion in the enrollment and retention of international students. The Counseling unit expects at-risk students in these and other majors and international students to be more successful if they are provided case-management services.

Currently, because of advising and case management responsibilities for students in specific majors, the Coordinator for the Career Center and the Job Placement Specialist spend less than one half of their time performing these specific duties. Consequently, the Career Center where these services are provided is only open by appointment. The additional counseling positions would allow a full time focus in Career and Job Placement areas and enable the Career Center to be open on a walk-in basis. This full time focus would expand services to students in these areas.

Another SEM strategy is to expand the number of courses related to college success. The Counseling Unit would significantly expand the number of college success classes taught if these additional positions were secured. These classes would fall under CCSSE definition of College orientation program or course.

Request for 3 Clerk Typist II positions are justified for the following reasons. Currently, a Perkins funded APT position processes the paper work associated with providing accommodations for students with disabilities (note takers, translators, etc.). One Clerk-Typist II position would be used to replace the current Perkins funded APT position. The Clerk-Typist II position for the Career Center would allow the Career Center to be open continuously for walk-in services rather than by appointment only and would assure that the Center would be open throughout the summer as well. The Clerk-Typist II for the Counseling Center would serve the 4 additional Strategic Enrollment Management Counselors.

Most student assistant positions within the Counseling Unit have been funded through Federal Work Study and other Perkins grant funding. Perkin's funding for student workers ends in June 2007 and Work Study does not fund students in the summer. The Counseling Center sees more students during the quarter of June, July and August, then they see at other times in the year. New and returning students are provided with orientation, advising, and registration services through out the summer. These G-funded student assistant positions would assure help through out the school year and probably result in students staying in positions for longer periods of time.

Table C:
Facility Space and Inventory Needs for Additional Personnel Needed for Improvement Plan

Position/Office	Space Needed	Inventory Needed	Inventory Cost
Counseling Center	N/A	Academic Advising and Web Site Management Software & Support	$15,000
Strategic Enrollment Management Counselor – ATE Division (11-month) (100% FTE)	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Strategic Enrollment Management Counselor – BEAT & HOST Divisions (11-month) (100% FTE)	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Strategic Enrollment Management Counselor – NURS Division (11-month) (100% FTE)	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Strategic Enrollment Management Counselor – International Students (11-month) (100% FTE)	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Clerk-Typist II – Counseling Center	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Clerk-Typist II – Career Center	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Clerk-Typist II – Disability Services	100 sq. ft. office	Computer, Printer, Desk, Chair, Filing Cabinets, Bookshelf, Bulletin Board	$5000
Student Assistant – Counseling Center	None at this time	Computer	$1500
Student Assistant – Career Center	None at this time	Computer	$1500
Student Assistant – Disability Services	None at this time	Computer	$1500

Justification for Space and Inventory Needs for Additional Personnel:

Space and inventory needs are based on standard size office of 100 sq. feet and essential inventory (computer, printer, filing cabinets, bookshelf, and bulletin board).