

**UHCC December 2007 Coversheet –
Annual Student Support Program Review**

College: Hawai`i Community College

College Mission Statement

Hawai`i Community College promotes student learning by embracing our unique Hawai`i Island culture and inspiring growth in the spirit “E `Imi Pono.”

Program Mission Statement for Student Services

By providing student services from entry to departure to support the educational goals of individuals, the Office of Student Services aims to assist students in becoming knowledgeable, skilled, empowered, caring, and contributing members of our ever changing society. We provide support services to learners so they can reach their education and personal enrichment goals and make contributions to the Hawai`i Island community and the world.

Sub Programs Mission, Purpose and Goals Statement

Information Center: To recruit students by providing a convenient one-stop location which delivers current, accurate information and services to prospective individuals, groups, and private/public sector organizations via web, mail, telephone, tours, workshops, in person, printed material, and individualized service.

Admissions and Registration: To provide accessibility to educational opportunities at Hawai`i Community College through effective, efficient, consistent, and inclusive admissions and registration policies and procedures

Records and Internal Data Management: Create a student-centered atmosphere providing academic and administrative support to students, faculty, staff and UH System

Financial Aid: To assist current and prospective Hawai`i Community College students in funding their educational goals through quality customer service and efficient, timely, and accurate processing in accordance with federal, state, and institutional regulations, guidelines, policies, and procedures

Counseling: 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 communities.

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 (for students with disabilities): To promote an equal opportunity for individuals with disabilities, to gain the maximum benefit from their educational/ learning experience by participating fully in their regular courses and activities offered at Hawai`i Community College

Student Life: Student Life strives to engage students in a variety of experiences that will offer opportunities for growth and development. Through the many programs, services and leadership

UHCC Annual Report of Program Data
 Student Services December 2007
 Hawai'i Community College

Element (HawCC Primary Institution)	
Percent Males	Fa 06 37.17 (897/2413)
Percent Females	Fa 06 62.62 (1511/2413)
Percentage of ethnicity distribution compared to the County	See Table 1 below
Number of degree/certificate seekers	Fa 06 2027 (excl unclassified, early admit)
Percent of degree/certificate seekers based on intent	Fa 06 84.00 (excl unclassified, early admit)
Number of residents for tuition purposes	Fa 06 2303
Number of non-residents for tuition purposes	Fa 06 110
Percent non-residents	Fa 06 4.56
Number of students receiving financial aid	06-07 708 (federal, state, institution, UH foundation) 06-07 588 (external aid)
Annual headcount 2006-2007	Fa 2088 Sp 1934 Su 121
Annual headcount 2005-2006	Fa 2089 Sp 1896 Su 108
Annual headcount 2004-2005	Fa 2189 Sp 2093 Su 142
Student Semester hours 2006-2007	Fa 16,922 Sp 15,255 Su 460
Student Semester hours 2005-2006	Fa 17,265 Sp 15,155 Su 392
Student Semester hours 2004-2005	Fa 18,616 Sp 17,091 Su 541
Percent of applicants who enroll within one year	60.00
Number of students who report counselors help them	CCSSE frequency of using academic advising/planning "often" or "sometimes": 273 of 510 students [Nearly 50% "rarely/never" or use these services or "do not know/NA"]
Percent of students who report counselors helped them	CCSSE percentage of students "very" or "somewhat" satisfied with academic advising/planning: 69%
Number of General-Funded counselors per student headcount	06-07: 1: 502 [6 counselors for 3014 students; includes 382 from other campuses]
Number of General-Funded enrollment services staff per student headcount	06-07: 8.5 staff* for 3014 students; includes 382 from other campuses *1 admissions officer, 1 registrar/data manager, 1 financial aid coordinator, 1 financial aid IT, 3 financial aid staff, 1 student life coordinator, .5 student life assistant coordinator; excludes clerk-

typists

Table 1: Percentage of Ethnicity Distribution Compared to the County
Fall 2006

Ethnicity	County of Hawai'i US Census 2005	HawCC Fall 2006
White Alone	31.0	21.3
Black/African American	.6	.6
American Indian / Alaska Native	.1	1.1
Asian Alone	21.0	22.1
Hawaiian / Pacific Islander	8.0	36.5
Other Race Alone	2.0	0.0
Two or More Races	27.0	12.6
Hispanic/Latino	10.0	2.1
No Data		3.8

OVERALL PROGRAM HEALTH (Check one)		
<i>Healthy</i>	<i>Cautionary</i>	<i>Unhealthy</i>
	X	

Part III Assessment Results established benchmarks.

- CCSSE Bench Marks 2006 (Aggregate Data for HawCC reported 2007)

	Reported Value	Rank
Active and Collaborative Learning	59.9	83%
Student Effort	53.8	86%
Academic Challenge	56.0	83%
Student-Faculty Interaction	55.3	86%
*Support for Learners	51.9	43%

- CCSSE 2006 Bench Mark "Support for Learners"

Haw=HawCC, Con=Consortium, Coh=Cohort

Support for Learners (Bench Mark Score, maximum=100.00)

	Haw	Con	Coh
<i>All Students</i>	51.9	52.8	50.0
<i>Part-Time</i>	49.6	51.2	48.6
<i>Full-Time</i>	54.5	54.9	54.5
<i>0-29 Credits</i>	49.3	50.8	50.5
<i>30+ Credits</i>	55.8	56.9	52.7

- Providing the support you need to help you succeed at this college
(Score Difference=the result of subtracting the comparison group)

score from HawCC's score on each bench mark, ↑=notably above the mean, ↓=notably below the mean significant at $p < .001$ with an effect size greater than or equal to .2)

	Haw	Con	Coh
All Students	2.91	2.90	2.91
Part-Time	2.88	2.87	2.87
Full-Time	2.95	2.94	2.96
0-29 Credits	2.85	2.86	2.90
30+ Credits	3.02	3.00	2.94

b. Encouraging contact among students from different economic, social, and racial or ethnic backgrounds

	Haw	Con	Coh
All Students	2.68	2.64	2.42↑
Part-Time	2.60	2.59	2.37
Full-Time	2.78	2.70	2.50↑
0-29 Credits	2.57	2.58	2.40
30+ Credits	2.90	2.78	2.46↑

c. Helping you cope with your non-academic responsibilities (work, family, etc.)

	Haw	Con	Coh
All Students	1.98	2.01	1.88
Part-Time	1.91	2.01	1.83
Full-Time	2.07	2.02	1.94
0-29 Credits	1.93	2.01	1.88
30+ Credits	2.07	2.03	1.89

d. Providing the support you need to thrive socially

	Haw	Con	Coh
All Students	2.15	2.19	2.05
Part-Time	2.02	2.17	1.98
Full-Time	2.30	2.22	2.14
0-29 Credits	2.09	2.17	2.05
30+ Credits	2.21	2.25	2.06

e. Providing the financial support you need to afford your education

	Haw	Con	Coh
All Students	2.18	2.21	2.36
Part-Time	2.07	2.16	2.23
Full-Time	2.30	2.30	2.53↓
0-29 Credits	2.09	2.18	2.35↓
30+ Credits	2.27	2.29	2.36

f. Frequency: Academic advising/planning

	Haw	Con	Coh
All Students	1.76	1.75	1.74
Part-Time	1.80	1.71	1.69
Full-Time	1.71	1.80	1.81
0-29 Credits	1.74	1.68	1.70
30+ Credits	1.80	1.89	1.81

g. Frequency: Career counseling

	<i>Haw</i>	<i>Con</i>	<i>Coh</i>
<i>All Students</i>	<i>1.48</i>	<i>1.55</i>	<i>1.43</i>
<i>Part-Time</i>	<i>1.48</i>	<i>1.53</i>	<i>1.41</i>
<i>Full-Time</i>	<i>1.47</i>	<i>1.57</i>	<i>1.46</i>
<i>0-29 Credits</i>	<i>1.47</i>	<i>1.51</i>	<i>1.42</i>
<i>30+ Credits</i>	<i>1.50</i>	<i>1.61</i>	<i>1.45</i>

- CCSSE 2006 Results Regarding Academic Advising/Planning Services
Importance: 93% indicated “somewhat” or “very” important
Frequency of use: 45% indicated “rarely/never” or “do not know/NA”
Satisfaction: 69% indicated “somewhat” or “very”

- Graduate Survey

Student Services Student Learning Outcomes: From the Spring 07 Graduate Survey

Reported Projected Student Services Learning Outcomes on Graduate Survey; N=136; 5-point scale (5-strongly agree, 4-agree, 3-neutral, 2-disagree, 1 strongly disagree)

Having attended HawCC, I will be able to...

- 1. identify difficulties and develop a plan to address them – 4.3*
- 2. understand and use information to navigate systems like the college system – 4.3*
- 3. formulate and apply problem-solving and decision-making strategies – 4.4*
- 4. refine and/or adjust my values and goals as needed – 4.3*
- 5. engage in meaningful employment and contribute to my family and community – 4.4*

Part IV. Analysis of Program

Strengths:

1. All Student Services units were rated 4 or 5 on a 5-point scale by graduates who used the services.
2. Active outreach and recruitment were conducted in the community, at high schools, telephone call-outs, and through the media have kept enrollment stable (and for Fa 07 increased by 8+%).
3. STAR is fully functioning and is used by students, advisors, and the Registrar (the latter for processing conferral of certificates/degrees).
4. Financial Aid Office website has been dramatically improved to include information about scholarships.
5. Per the percentage of Hawai'i County people living in poverty, financial aid seems to meeting the need for the general population (14% of population in poverty; 27% of student population awarded financial aid).
6. Scholar X for scholarship management was purchased (still to be installed by Sp 08).
7. Other Student Services websites have been updated (still awaiting institutional web master to give sites more consistent and professional appearance).

8. A Graduate Student Survey was piloted.
9. Student Services has established its Student Learning Outcomes.
10. The Job Placement Counselor, Counselor for Student with Disabilities, and Student Life Coordinator are now G-funded positions.
11. At least one case manager/counselor's office has been located on the Main Campus.
12. Student Life is engaging more students through student government and student activities.

Aspects in Need of Improvement:

1. The Information Specialist is often doing two people's work.
2. There is a need for better tracking of individuals recruited and of application and enrollment rates.
3. There is a need for more thorough follow-up of individuals with incomplete admissions applications (8% of applications).
4. More than 30% of accepted applicants did not enroll (45% for Fa 06 and 35% for Sp 07).
5. F-1 Visa students makes up only 2% of the student population.
6. After nearly 5.5 years the Admissions Officer is still half-time permanent and half-time temporary.
7. HawCC Articulation Data Base needs to be updated to be useful with STAR. (Inter campus "what if")
8. Internal data reports are often not consistent with ODS reports.
9. "Scholarship services" received the lowest rating on the Graduate survey and also "financial support" on the CCSSE report.
10. There is a need for more thorough follow-up of individuals with incomplete financial aid applications (32% of applications of those who indicated HawCC as their primary institution).
11. Per the percentage of Hawai'i County people living in poverty, financial support may be falling short in meeting the need for female students who are heads of households. [27% of students awarded financial aid; 31% of female headed households live in poverty]
12. Two financial aid staff members after over 4 years are still in temporary positions.
13. HawCC Financial Aid Office has 2 clerical positions, while other FA offices in the UHCC system have converted clerical positions to APT positions due to the nature of the actual work done.
14. HawCC has the lowest retention rate among the UHCCs (14%).
15. Ethnicity enrollment percentages from Fa 06 to Sp 07 show a 66% drop for Native Hawaiian students and a 65% drop for Filipino students. [count only; not specifically a retention count from Fa to Sp]
16. There is a need for tracking unduplicated headcount of students utilizing counseling services.
17. Ha'awi Kookua Lab lacks a lab assistant; thus leaving the lab unattended and students unassisted when the Counselor for students with disabilities is in her office advising/counseling students and arranging for accommodations.
18. The number of students taking Distance Ed courses offered by HawCC is growing without a clear policy regarding student services for these students.
19. For the following services more than 5% of students responding to the Graduate

Student Survey indicated that they needed the service but did not get it (reasons not known):

- Understanding COMPASS Scores 7%
- Making an Educational Plan/Selecting Courses 8%
- How to Register Online 9%
- Transferring Credits into HawCC 6%
- Employment Assistance (on-campus jobs) 6%
- Employment Assistance (off-campus jobs) 8%
- Resume Writing/Interview Assistance 7%

20. Clerical staff is short as counseling staff numbers have increased.
21. There is a shortage of office space for increasing staff.
22. Currently there is no Continuing Student Survey with which to compare the Graduate Student Survey results.
23. System Unit Review Template for Student Services needs improvement. (i.e., data elements need to reflect service achievements as well as student learning outcomes; need other bench mark assessments besides CCSSE)

Part V. Plans for Improvement (numbers correspond with "Aspects in Need of Improvement")

1. * A community liaison and recruitment support position has been funded by the legislature and is in the process of being filled.
 - * The Information Specialist position is being re-described.
2. * The Information Specialist has begun to track the Kama`aina applicants and their enrollment rates.
3. * A vacant instructional faculty position has been re-assigned as a counseling position to serve as an Admissions Counselor. This is currently in the process of being filled.
 - * Add another clerical position to the Admissions Office
4. * Continue practice of calling these students and coordinating with the Financial Aid Office to encourage awardees to enroll.
 - * The Admissions Counselor will coordinate effort to encourage accepted-not-yet-enrolled to register.
5. * The Admissions Counselor will assist with the managed growth in enrollment of non-resident and F-1 visa students, keeping in mind their need for housing.
6. * Request that this position be made full-time permanent.
7. * Submit a request for an additional clerk typist to free the Registrar to work on the Articulation Data Base.
8. * Request an IT programmer for Student Services reports and enrollment/retention reports for instructional programs – to create routines to generate internal reports from Banner and to test its reliability/consistency with ODS reports.
9. * Scholar X, a scholarship management program, has been purchased by the CC system and will be installed for Spring 08.
 - * Dissemination of scholarship information is being streamlined and being coordinated by the DOSS Office and the Financial Aid Office.
 - * The DOSS and Financial Aid Coordinator are working with UH Foundation to ensure that scholarships are announced and awarded.
10. * Add a Financial Aid Counselor to the Financial Aid Office.
11. * Determine the percent of students who are female heads of household and determine the percent of students receiving financial aid and external financial

- awards who are female heads of households.
12. * Request that these positions be made permanent.
 13. * Convert the 2 clerical positions to 2 APT positions.
 14. * Counselors currently follow up with the academically at risk (on warning, probation, continuing probation, readmission following academic dismissal); but 4 more counselors are needed for proactive case management. (Counsel for the Advancement of Standards in Higher Education recommends 1:300 counselor student ratio; HawCC counselor: student ratio is 1:502)
* Implement the Achieving the Dream Initiative.
 15. * Implement the Achieving the Dream Initiative for Native Hawaiian students and then use a similar approach for Filipino students.
 16. * SARS (scheduling and reporting system) has been purchased and is the process of being installed.
 17. * Request an APT position to assist with the lab and with requesting materials, equipment, and services for students with disabilities.
 18. * Develop a HawCC Student Services Policy for distance education students.
 19. * Work towards reducing the percentage for each to 5% or less by increasing personnel.
[Increasing enrollment through recruitment and retention without increasing personnel is going to put an even greater strain on personnel who already work many hours beyond the normal work week.]
 20. * Add another clerk typist to assist the counselors.
 21. * If additional office spaces cannot be identified, Rm 1 in Bldg 379 (Kaneikeao) may need to be converted into office spaces. This room is currently being used by Student Services for meetings and orientation sessions. None-credit classes have also been offered in this room. [Additional buildings, if not a new campus, are not only desirable but needed.]
 22. *Develop and pilot a Continuing Student Survey early during Sp 08.
 23. * The Deans of Student Services will be addressing this in the next few months.

Part VI. Budget Implications (numbers correspond with "Plans for Improvement")

3.	\$ 22,932	1.0 Clerk Typist
6.	\$ 22,812	.5 APT
7.	\$ 22,932	1.0 Clerk Typist
8.	\$ 36,684	1.0 APT
9.	\$ 1,000	Scholar X maintenance
10.	\$ 67,728	1.0 Faculty Counselor
12.	\$ 68,823	1.0 Clerk Typist III, 1.0 APT
13.	\$ 73,368	2.0 APT
14.	\$270,912	4.0 Faculty Counselors
17.	\$ 36,684	1.0 APT
20.	\$ 22,932	1.0 Clerk Typist
	\$646,807	TOTAL

Posted to College website at: [AY 2007 Completed Reviews](#)



EXECUTIVE SUMMARY

Hawai`i Community College Student Services consists of the following units: Information Center, Admissions and Registration Office, Records and Internal Data Management Office, Financial Aid Office, Counseling Center, Career and Job Placement Center, Haawi Kokua Office & Lab (for students with disabilities), and Student Life Office & Student Lounge.

Review of the data which profile students, their needs, HawCC services, student satisfaction with services, and student learning outcomes indicate that of the students who are served, they are served “well” to “very well.” However, the data indicate that there are many potential and actual students who are not served. Student services personnel already work well beyond the normal work week. More Student Services personnel are needed to better meet the needs of potential and actual students. More personnel will need more work space.

Student Services provide the support for academic programs from marketing, 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.

If post secondary education is important to the economic and social health of our community and our nation, providing the resources for more student services personnel and for more work space is essential if we are to enroll more students, assist them with their educational plans, and assist them with successful completion of courses to ensure their retention until they complete their program requirements and transition into the labor force and/or into further education in another community college program or into a four-year program.

Barbara Arthurs
Dean of Student Services
11/23/07