

EXECUTIVE SUMMARY

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

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, in their careers, and in their lives.

Review of the CCSSE 08 data shows that many of the student services are significantly important to students, yet frequency of use and satisfaction of service is average, except for financial aid advising which fell below the mean when compared with small colleges. Meanwhile the HawCC Graduate and Continuing Student Surveys indicate that students who used the 21 student services rated all 21 services at 4.0 or higher on a 5-point scale. Nevertheless, there are students who are not receiving these services, and focus groups may give some explanation. 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.

Enrollment at HawCC has been increasing. However the college is a revolving door unless more students persist in their program and achieve their educational goals. Student services need to revamp how it delivers some of its services in order to reach more students as part of an intentional retention effort. Instructional programs play an important role in retaining students and assisting them in completing their programs by integrating rigor, relevance, and relationship.

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 by ensuring 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.

However, due to the current economy, it may be unlikely that the positions requested will be funded. Therefore, each unit will need to look at reaching and serving more students with the current staffing pattern by creating new and different ways of delivering student services.

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Dean of Student Services
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