

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 (Counseling, Advising and Support Services Center; Career Exploration and Job Placement Center; Ha`awi Kokua Program (for students with disabilities); and Student Life Program (Student Government and Student Activities).

Student Services provide the support for academic programs for 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.

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 are average. Meanwhile the HawCC Graduating Student Survey results for Fall 2008 and Spring 2009 indicate that students who used the 21 student services rated all 21 services at 4.0 or higher on a 5-point scale. However the Continuing Student Survey results for Spring 2009 fell below 4.0 (Campus Tour – 3.9, SWD – Supp/Accom – 3.9, Co-Curric Activities – 3.9, Grad'n App – 3.9, Financial Aid – 3.8, and Off-Campus Jobs – 3.7). Aside from the Counselor for students with disabilities being on bereavement/sick leave, the replacement of the Student Life Coordinator, and the economic recession making off-campus job placement more challenging, the increased enrollment with the same staffing in student services has left student services personnel over worked and students under served.

Although the State of Hawai`i and all agencies and programs funded by the State, including the University of Hawai`i system, are experiencing budget cuts, requests for HawCC Student Services positions are being submitted with the slight chance that at least some will be funded.

Meanwhile, efforts are being made to streamline operations in the Financial Aid Office, group informational sessions and workshops are being scheduled by the Counselors, and instructional faculty are being asked to assist more with student advising. Co-curricular involvement is being rejuvenated by a new group of student leaders guided by a new Student Life Coordinator. Mandatory student orientation to include campus tours is scheduled to begin in Fall 2010. ARRA funds have been requested to assist our Financial Aid Office, for the mandatory new student orientation, and for a collaborative effort between counselors and developmental level English reading and math instructors for a first-year experience called Hui Makamae. HawCC Student Services aim to promote student access, progress, and success.

Barbara Arthurs
Dean of Student Services
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