

Counseling Unit Annual Review

I: Narrative and Analysis of Data

Mission:

Counseling, Advising and Support Service Center: Through encouragement and respect and integrity, counselors inform and empower a diverse group of students to reach their educational goals and to enrich their communities.

Summary of Services:

The Counseling Unit performs a variety of services including outreach, matriculation, retention, transition, and information delivery. They also work closely with students, parents, professors, administrators, and community service providers.

Clientele:

The island of Hawai`i is large, primarily rural, and geographically isolated. By most social-economical measurements, Hawaii is considered the poorest county in the state, but it is also very rich in cultural diversity. Local public schools deal with persistent educational challenges, particularly as they relate to language development and assimilation. At-risk students (economically disadvantaged, limited English proficiency and special education) represent over half of the island's public school population.

Most of Hawai`i CC's students are first-generation college students, and this initial barrier is compounded by the fact that many require developmental reading, writing, and/or math courses. Additionally, most students work for pay off campus and see the cost of attending college as a significant issue.

External Factors Affecting the Unit:

Federal Financial Aid Eligibility rules change significantly about two years ago. Many students enrolled in classes that no longer will be paid for. Request from students for financial aid eligibility information and help with appeals increased significantly. Currently, student schedules are reviewed for financial aid eligibility before and during the first two weeks of the semester.

II: Provide a list of your Unit Outcomes and the assessment of those outcomes.

UO1: The Counseling, Advising & Support Services Center will provide on-going support and academic advising training for instructional faculty advisors.

Assessment Method: Track number of faculty advisors who attend training sessions. Obtain feedback from faculty via survey on initial experience and needs.

III: Update or create your Action Plan :

GOAL 1: Provide training and resources to instructional faculty that will aid and inform them about academic advising, career and job development and disability awareness.

GOAL 2: Separate the Counseling Unit into separate units: Counseling, Advising and Support Services Center, Career & Job Placement Center, Haawi Kokua Disability Services, First Year Experience, and Student Life. Though still working closely with sister units, each unit would be responsible for their own budget, assessment and unit review.

GOAL 3: Improve assessment methods and procedures for recording data including uniform recording standards for SARS-Grid.

GOAL 4: Monitor and intervene students not in good academic standing and/or who are not following PACE (financial aid eligibility enrollment).

VI: Data Chart (Note Data Based on Counseling and Advising Center Unit Only)

COUNSELING UNIT: COUNSELING & ADVISING CENTER		
Total Number of Counseling Contacts		
Admissions	3967	
Retention	3890	
Transition	706	
Other	876	
Unduplicated Head Count		
Su 11 (semester enrollment—262)	1796	
Fa 11 (semester enrollment – 3,916)	1988 (50.8%)	
Sp 12 (semester enrollment – 3,541)	1927 (54.4%)	
Number of Center Staff		
Number of Counselors and APT Staff (G-funded/Federal-funded)	5 G	1 F
Average Student Employee Hours Per Week	20	
Average Number of Hours Per Week Worked by Combined Non-Student Employees beyond NormalHours	?	