



UNIVERSITY of HAWAII*
MAUI COLLEGE

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UHMC ADMISSIONS AND RECORDS 2018-19 PROGRAM REPORT

EXECUTIVE SUMMARY

The Admissions and Records (A&R) Office provides a comprehensive service to our customers, students, faculty, staff, and community. Services to our students include assisting with their application, class registration while updating, and maintain student records. Students have access to desktops and technical support.

Services to faculty including assisting faculty in maintain rosters, grade input or changes, incomplete grade contracts, processing academic renewals, accessing transcripts, and running various reports. The A&R Office has an open-door policy for faculty and staff to meet with A&R personnel for assistance. Other Student Affairs units, such as Counseling and Financial Aid, depend on timely and accurate data from A&R to be efficient in their work.

As the record repository, the A&R staff ensure that records are accurate and documents are gathered in compliance with Title IV regulations. This often involves contacting students and faculty to verify personal and class information.

The A&R Office is responsible for implementing processes that adhere to Family Educational Rights and Privacy Act (FERPA), Title IV, University of Hawai'i Board of Regents (BOR) and best practices. While the Banner database is the official repository record for students, many processes are labor intensive before entering the data in Banner. Examples of these processes are residency determination, student appeals, late add to classes, withdrawal request, awarding diplomas and certificates, concurrent enrollment, third party contracts, and transcript processing.

The A&R Office strengths include quick, efficient customer service and an extensive knowledge of Banner-based processes. When a request for assistance come to the A&R staff, they take on the task with prompt service. It is common for challenges to arise when using Banner while implementing new procedures and programs. The A&R staff's extensive experience with Banner processes is virtually important as these procedures are implemented. A&R identifies problems with proposed processes, present possible solutions increasing efficient implementation.

The A&R Office does not have current "Policy and Standard Operating Procedures Manuals" for numerous student success processes. Each Technician has their own notes containing directions for processes accumulated over years of experiences. The need for collaborative manuals is crucial to provide consistency as we transform our work flow to student strength enrollment and degree completion. This is reflected in our program review action plan.

The A&R Office helps educate students on navigating through the college environment. It is essential that students are involved in that process becoming efficient in completing applications, updates, changes and managing their education to increase the student's experience and success. The improvement process is guided by the underlying design principles: sustained, strategic, integrated, proactive and personalize.

UNIVERSITY OF HAWAII MAUI COLLEGE MISSION

The University of Hawai'i Maui College (UHMC) inspires students to develop knowledge and skills in pursuit of academic, career, and personal goals in a supportive educational environment that emphasizes community engagement, lifelong learning, sustainable living, Native Hawaiian culture, and global understanding.

DEPARTMENT GOALS TO SUPPORT UHMC MISSION AND STRATEGIC DIRECTIONS

Relationship to the UHMC Mission and Strategic Directions:

The Admissions and Records Office is to provide quality access and records related services to prospective and enrolled students in an environment conducive to student learning and development. It's often the first student experience with UHMC and supports the UHMC Mission and Strategic Directions Goals by the following.

1. Maximizing student success through sustained continual quality improvement of student affairs services.
 - a. Assist ALL students, with special focus on potential and first year students, during the following processes:
 - i. online application and enrollment/registration process;
 - ii. residency evaluation determination;
 - iii. evaluation of incoming transcripts, and degree and certificate petitions/awarding, including prior learning experiences;
 - iv. enrollment verifications;
 - v. early-admit high school enrollment;
 - vi. international students, visas and I20s;
 - vii. veterans' certification
 - b. Teach students specific skills and knowledge necessary to navigate and thrive in a college environment.
 - c. Provide prompt service to transcript request, graduation evaluation, grade changes and information request for students, faculty and staff.
 - d. Collaborate with other college offices such as Financial Aid, Counseling and Student Life while helping student make the best decisions to completion their educational goals.
2. Continuing quality improvements for improving institutional effectiveness.
 - a. Elicit student input on services provided with surveys and suggestion boxes.
 - b. Map and automate tasks as applicable to ensure consistency, increase effectiveness and increase time for staff to spend with students.
 - c. Provide tools for students to navigate successfully in the college environment.
 - d. Support and enhance outreach services to students and schools via ongoing professional development and updating of policies to facilitate ongoing communications on changes in online admissions, registration and transcript requests.
 - e. Maintain compliance with federal, state and University policies and administrative rules regarding confidentiality, accuracy, and security of student records and reports.
 - f. Ensure that the College maintains accurate personal, academic and enrollment records for its entire student population, past and present, and provide access to data derived from these records only when appropriate.

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- g. Maintain accurate accounting of census, attendance, and grade reports in compliance with college, state, and federal regulations.

OVERALL OUTCOMES FOR STUDENT AFFAIRS

UHMC will measure its program review against the UHCC key performance indicators such as enrollment growth and degree completion. The following overall **action items** will guide the team efforts of the Office of Student Affairs:

- Enrollment – Target key enrollment sectors that are underserved or have recruitment potential to expand access.
- Hawaii Graduation Initiative (HGI) – Increase participation and completion rates of students, particularly Native Hawaiians, low-income and those from underserved regions and populations.
- High Performance – Identify and change structures and processes that potentially impede student admissions.

OVERALL DEPARTMENT STUDENT LEARNING OUTCOMES

Upon receiving services from the Admissions & Records Office, students will be able to:

- Submit an admissions application via the UH System online application platform with complete and accurate information.
 - Health clearance
 - Residency
 - Timely submittal, within the stated admissions application deadlines
- Students will be aware of the importance of time management (meeting add/drops, refunds, petitions and other deadlines) for successful personal and professional growth and effective civic engagement

Please see Attachment B: UHMC Admissions and Records Student Learning Outcomes

POINTS OF PRIDE

- Communication Plan
 - Email communication for customer follow-up on pending admissions applications
 - Starfish communication for retention and reminder of early alert for persistence from Fall to Spring and Spring to Fall.
 - Implementation of Admissions and Records annual master calendar which has pre-determined dates to schedule email reminder notifications to students and faculty
- Continued redesign of admissions and records website and updating of content
- Continued outreach efforts for early college
 - Collaborate with high school counselors to process HS student admissions documentation efficiently and expeditiously.
- Implementation of annual professional development FERPA training workshops for UHMC employees and student assistants.

Cycle of Assessment of Student Learning Outcomes:

Information literacy is an integral part of every content area and discipline. Students should be able to access, evaluate, and utilize information effectively, ethically, and responsibly.

1. Communication (Information Literacy) - Update and provide in a timely manner, clear, accurate and consistent admissions and records information in all publications including institutional websites, telephone contacts, and face-to-face. (Information Literacy (CAS) & Consumer Information and Student Right to Know (Title IV).
2. Enrollment Management/Recruitment/Access - Support and enhance outreach services to students via an effective onboarding that focuses on the admissions process.
 - a. Weekly Enrollment Dashboard (beginning Spring 2018)
3. Ensure that UHMC is compliant with University and institutional policies and meeting student privacy (FERPA) guidelines and procedures.
 - a. Meet mandated annual FERPA notification to UHMC students and employees.
 - b. Provide professional development through FERPA training workshops
 - c. Policies and Procedures on the reporting of FERPA violations

Learning Outcome/Program Objective 1

Communication (Information Literacy) - Update and provide in a timely manner, clear, accurate and consistent admissions and records information in all publications including institutional websites, telephone contacts, and face-to-face. (Information Literacy (CAS) & Consumer Information and Student Right to Know (Title IV). Admissions and Records provides a variety of services to applicants, students, alumni, faculty and staff. Admissions services primarily involve responding to general inquiries about the College, processing admission applications and assisting students with registration.

Methods and Measures

- Work collaboratively with student service staff to provide outreach to local high schools by attending outreach events at high school to help with the admissions application and registration processes.
- Send timely communication to follow-up on incomplete and pending applications.
- Admissions and Records staff will provide individuals with one on one service, over the counter or by phone, to complete and submit the online admissions application successfully.
- Work collaboratively with transcript evaluator and counseling department to provide timely transcript evaluations to record transfer credits to minimize course repeats and to meet degree completion requirements.

Table 1 – Application Yield (All Student Types)**Applications Processed Fall 2014 – Fall 2018****APPLICATIONS PROCESSED
UH UNIVERSITY OF HAWAII MAUI COLLEGE**

DECISION	FALL 2014		FALL 2015		FALL 2016		FALL 2017		FALL 2018	
	NO.	V%	NO.	V%	NO.	V%	NO.	V%	NO.	V%
TOTAL	2,731	100	2,793	100	2,443	100	2,534	100	2,400	100
Accepted	2,731	100	2,793	100	2,405	98	2,351	93	2,000	83
Enrolled	1,385	51	1,349	48	1,237	51	1,271	54	991	50
Not Enrolled	1,346	49	1,444	52	1,168	49	1,080	46	1,009	50
Accepted by Rollover										
Denied / Redirected										
Rollover Applications					38	2	182	7	393	16
Incomplete / Pending / No Action										
Cancelled							1	<0.1	7	0
No Data	227		224		292		272		292	

Source: Banner Operational Data Store (ODS) IRO_ADMISSIONS

Footnotes:

1. Total applications processed does not include records where no decision was made, eg., if the application was incomplete.
2. These counts do not include applications from School of Law (JD, LL.M), School of Medicine (MD), and College of Pharmacy at UH Hilo (PharmD).
3. Enrolled data taken from the IRO_Admissons file may not tie exactly to data shown in the MAPS Enrollment reports, which come from the IRO_Base file.
4. "No Data" is a count of records where no decision was made. These counts are not included in the TOTAL.

Applications Processed Spring 2015 – Spring 2019**APPLICATIONS PROCESSED
UH UNIVERSITY OF HAWAII MAUI COLLEGE**

DECISION	SPRING 2015		SPRING 2016		SPRING 2017		SPRING 2018		SPRING 2019	
	NO.	V%	NO.	V%	NO.	V%	NO.	V%	NO.	V%
TOTAL	1,125	100	1,190	100	1,232	100	1,019	100	1,056	100
Accepted	1,125	100	1,190	100	1,152	94	800	79	834	79
Enrolled	569	51	531	45	503	44	368	46	449	54
Not Enrolled	556	49	659	55	649	56	432	54	385	46
Accepted by Rollover										
Denied / Redirected										
Rollover Applications					80	6	219	21	220	21
Incomplete / Pending / No Action										
Cancelled									2	0
No Data	208		127		13		139		152	

Source: Banner Operational Data Store (ODS) IRO_ADMISSIONS

Footnotes:

1. Total applications processed does not include records where no decision was made, eg., if the application was incomplete.
2. These counts do not include applications from School of Law (JD, LL.M), School of Medicine (MD), and College of Pharmacy at UH Hilo (PharmD).
3. Enrolled data taken from the IRO_Admissons file may not tie exactly to data shown in the MAPS Enrollment reports, which come from the IRO_Base file.
4. "No Data" is a count of records where no decision was made. These counts are not included in the TOTAL.

Table 2 – Enrollment Data Summary (All Student Types)

**HEADCOUNT ENROLLMENT, MULTI-YEAR
UNIVERSITY OF HAWAII**

	TOTAL	UH MANOA	UH HILO	UH WEST O'AHU	UH COMMUNITY COLLEGES							
					SUBTOTAL	HAWAII	HONOLULU	KAPI'OLANI	KAUA'I	LEEWARD	MAUI	WINDWARD
Headcount												
2016	53,418	18,056	3,666	2,939	28,757	2,956	3,903	7,382	1,401	7,262	3,342	2,511
2017	51,674	17,612	3,539	3,082	27,441	2,819	3,563	7,095	1,346	6,805	3,302	2,511
2018	51,063	17,710	3,406	3,128	26,819	2,632	3,541	6,899	1,486	6,709	3,092	2,460
2019	49,977	17,490	3,372	3,049	26,066	2,615	3,510	6,488	1,373	6,568	2,992	2,520
Percent Change												
2016	(4)	(4)	(4)	9	(5)	(4)	(10)	(6)	0	(4)	(7)	(4)
2017	(3)	(2)	(4)	5	(5)	(5)	(9)	(4)	(4)	(6)	(1)	0
2018	(1)	1	(4)	2	(2)	(7)	(1)	(3)	10	(1)	(6)	(2)
2019	(2)	(1)	(1)	(2)	(3)	(1)	(1)	(6)	(8)	(2)	(3)	2
Headcount Change												
2016	(2,338)	(809)	(163)	247	(1,613)	(131)	(425)	(434)	0	(273)	(251)	(99)
2017	(1,744)	(444)	(127)	143	(1,316)	(137)	(340)	(287)	(55)	(457)	(40)	0
2018	(611)	98	(133)	46	(622)	(187)	(22)	(196)	140	(96)	(210)	(51)
2019	(1,086)	(220)	(34)	(79)	(753)	(17)	(31)	(411)	(113)	(141)	(100)	60

Note: Counts include special students for all years.

Table 2 – Early Admit Data Summary

<u>AY 15 - 16</u>	<u>AY 16 - 17</u>	<u>V%</u>	<u>AY 17 - 18</u>	<u>V%</u>	<u>AY 18 - 19</u>	<u>V%</u>
505	651	29%	607	-6%	817	35%

Fall 2015 – Early Admit Data Details

**HEADCOUNT ENROLLMENT OVERVIEW
UNIVERSITY OF HAWAII
FALL 2015**

	HEADCOUNT ENROLLMENT					CONTINUING EDUCATION HEADCOUNT
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT		
UH SYSTEM TOTAL	55,756	100	54,091	1,665		2,102
University of Hawaii'i at Manoa	18,865	34	18,864	1		2,028
University of Hawaii'i at Hilo	3,829	7	3,742	87		
University of Hawaii'i - West O'ahu	2,692	5	2,625	67		
University of Hawaii'i, Community Colleges	30,370	54	28,860	1,510		74
Hawaii'i Community College	3,087	6	2,734	353		
Honolulu Community College	4,328	8	4,127	201		74
Kapi'olani Community College	7,816	14	7,677	139		
Kaua'i Community College	1,401	3	1,270	131		
Leeward Community College	7,535	14	7,189	346		
University of Hawaii'i Maui College	3,593	6	3,358	235		
Windward Community College	2,610	5	2,505	105		

Spring 2016 – Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII SPRING 2016

	HEADCOUNT ENROLLMENT				
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	CONTINUING EDUCATION HEADCOUNT
UH SYSTEM TOTAL	51,291	100	49,509	1,782	2,106
University of Hawai'i at Manoa	17,675	34	17,672	3	2,067
University of Hawai'i at Hilo	3,649	7	3,544	105	
University of Hawai'i - West O'ahu	2,526	5	2,478	48	
University of Hawai'i, Community Colleges	27,441	54	25,815	1,626	39
Hawai'i Community College	2,755	5	2,443	312	
Honolulu Community College	3,710	7	3,551	159	39
Kapi'olani Community College	7,260	14	7,127	133	
Kaua'i Community College	1,224	2	1,110	114	
Leeward Community College	6,953	14	6,437	516	
University of Hawai'i Maui College	3,164	6	2,894	270	
Windward Community College	2,375	5	2,253	122	

Fall 2016 – Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII FALL 2016

	HEADCOUNT ENROLLMENT				
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	CONTINUING EDUCATION HEADCOUNT
UH SYSTEM TOTAL	53,418	100	51,552	1,866	2,044
University of Hawai'i at Manoa	18,056	34	18,056		1,978
University of Hawai'i at Hilo	3,666	7	3,612	54	
University of Hawai'i - West O'ahu	2,939	6	2,861	78	
University of Hawai'i, Community Colleges	28,757	54	27,023	1,734	66
Hawai'i Community College	2,956	6	2,625	331	
Honolulu Community College	3,903	7	3,736	167	66
Kapi'olani Community College	7,382	14	7,264	118	
Kaua'i Community College	1,401	3	1,195	206	
Leeward Community College	7,262	14	6,831	431	
University of Hawai'i Maui College	3,342	6	2,995	347	
Windward Community College	2,511	5	2,377	134	

Spring 2017 - Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII SPRING 2017

	HEADCOUNT ENROLLMENT				
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	CONTINUING EDUCATION HEADCOUNT
UH SYSTEM TOTAL	49,167	100	47,254	1,913	2,173
University of Hawai'i at Manoa	17,033	35	17,021	12	2,142
University of Hawai'i at Hilo	3,518	7	3,442	76	
University of Hawai'i - West O'ahu	2,763	6	2,693	70	
University of Hawai'i, Community Colleges	25,853	53	24,098	1,755	31
Hawai'i Community College	2,607	5	2,292	315	
Honolulu Community College	3,503	7	3,309	194	31
Kapi'olani Community College	6,700	14	6,591	109	
Kaua'i Community College	1,234	2	1,073	161	
Leeward Community College	6,608	13	6,127	481	
University of Hawai'i Maui College	2,919	6	2,615	304	
Windward Community College	2,282	5	2,091	191	

Fall 2017 - Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII FALL 2017

	HEADCOUNT ENROLLMENT				
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	CONTINUING EDUCATION HEADCOUNT
UH SYSTEM TOTAL	51,674	100	49,522	2,152	2,046
University of Hawai'i at Manoa	17,612	34	17,591	21	2,024
University of Hawai'i at Hilo	3,539	7	3,491	48	
University of Hawai'i - West O'ahu	3,082	6	2,932	150	
University of Hawai'i, Community Colleges	27,441	53	25,508	1,933	22
Hawai'i Community College	2,819	5	2,502	317	
Honolulu Community College	3,563	7	3,382	181	22
Kapi'olani Community College	7,095	14	6,905	190	
Kaua'i Community College	1,346	3	1,128	218	
Leeward Community College	6,805	13	6,381	424	
University of Hawai'i Maui College	3,302	6	2,980	322	
Windward Community College	2,511	5	2,230	281	

Spring 2018 – Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII SPRING 2018

	HEADCOUNT ENROLLMENT				
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	CONTINUING EDUCATION HEADCOUNT
UH SYSTEM TOTAL	48,596	100	45,983	2,613	2,086
University of Hawai'i at Manoa	16,688	34	16,634	54	2,086
University of Hawai'i at Hilo	3,315	7	3,225	90	
University of Hawai'i - West O'ahu	2,944	6	2,783	161	
University of Hawai'i, Community Colleges	25,649	53	23,341	2,308	
Hawai'i Community College	2,569	5	2,212	357	
Honolulu Community College	3,320	7	3,060	260	
Kapi'olani Community College	6,679	14	6,483	196	
Kaua'i Community College	1,348	3	1,021	327	
Leeward Community College	6,481	13	5,904	577	
University of Hawai'i Maui College	2,856	6	2,571	285	
Windward Community College	2,396	5	2,090	306	

Fall 2018 – Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII FALL 2018

	HEADCOUNT ENROLLMENT				CONTINUING EDUCATION HEADCOUNT
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	
UH SYSTEM TOTAL	51,063	100	47,856	3,207	2,045
University of Hawai'i at Manoa	17,710	35	17,669	41	2,045
University of Hawai'i at Hilo	3,406	7	3,314	92	
University of Hawai'i - West O'ahu	3,128	6	2,866	262	
University of Hawai'i, Community Colleges	26,819	53	24,007	2,812	
Hawai'i Community College	2,632	5	2,223	409	
Honolulu Community College	3,541	7	3,285	256	
Kapi'olani Community College	6,899	14	6,604	295	
Kaua'i Community College	1,486	3	1,044	442	
Leeward Community College	6,709	13	6,081	628	
University of Hawai'i Maui College	3,092	6	2,691	401	
Windward Community College	2,460	5	2,079	381	

Spring 2019 – Early Admit Data Details

HEADCOUNT ENROLLMENT OVERVIEW UNIVERSITY OF HAWAII SPRING 2019

	HEADCOUNT ENROLLMENT				CONTINUING EDUCATION HEADCOUNT
	TOTAL HEADCOUNT	V%	REGULAR STUDENTS	EARLY ADMIT	
UH SYSTEM TOTAL	47,234	100	44,078	3,156	2,307
University of Hawai'i at Manoa	16,806	36	16,726	80	2,307
University of Hawai'i at Hilo	3,204	7	3,143	61	
University of Hawai'i - West O'ahu	2,896	6	2,650	246	
University of Hawai'i, Community Colleges	24,328	52	21,559	2,769	
Hawai'i Community College	2,301	5	1,974	327	
Honolulu Community College	3,105	7	2,882	223	
Kapi'olani Community College	6,187	13	5,997	190	
Kaua'i Community College	1,358	3	949	409	
Leeward Community College	6,312	13	5,559	753	
University of Hawai'i Maui College	2,753	6	2,337	416	
Windward Community College	2,312	5	1,861	451	

Conclusions/Status

Continuous implemented methods of communication and services provided to individuals applying to the College have resulted in a steady rate of admissions application conversions to enrollment. There was a 4% decrease in the application yield rate from Fall 2017 to Fall 2018 and an 8% increase in application yield rate from Spring 2018 to Spring 2019. There was a 29% increase in early college applicants from academic year 2015 – 2016 to academic year 2016 – 2017, a 6% decrease from academic year 2016 – 2017 to academic year 2017 – 2018, and a 34% increase from academic year 2017 – 2018 to academic year 2018 - 2019.

To maintain a high performing operation of excellence in student enrollment management, constant and consistent follow-up must be done timely. Follow-up is carried out by student assistants, resulting in positive impacts that include a decrease in the number of pending and incomplete admissions application submissions and completion processes. Student assistants play an integral part in the daily operations of the Admission and Records Office by providing the necessary support in the performance of basic student support services. An increase in student assistant funding is needed to enable the Admissions and Records staff to work on more complex and administrative tasks that are often set aside to provide assistance to students.

With decreases in Fall 2018 and Spring 2019 enrollments and economic conditions improving, student recruitment efforts especially for mainland and international students is a campus priority combined also with a focus on retention and student persistence as we attempt to improve graduation and student completion rates. An integral part of campus efforts will be the performance of the Admissions and Records Office and how we function in improving student access to the College and its programs.

Learning Outcome/Program Objective 2

Enrollment Management/Recruitment/Access - Support and enhance outreach services to students via an effective onboarding that focuses on the admissions process.

Strive to provide efficient, accurate, and timely services that will contribute to the attraction, retention and graduation of a highly diverse student body. Strive to provide accurate timely and exceptional customer service regarding application, registration and academic policies while providing responsive and respectful service to students, faculty, staff, and the community.

Methods and Measures

- Construct and maintain a set of business practices that ensure the integrity of educational and institutional records, including ongoing assessment of these efforts and willingness to adapt systems as dictated by these findings.
- Maintain a high level of customer service by guiding students and their families to other student services offices (e.g. the Business Office, Financial Aid, Counseling, the Office of the Vice Chancellor for Academic Affairs, and the Office of the Vice Chancellor for Student Affairs, etc.) when issues arise.

Conclusions/Status

Addition of new student learning outcomes to improve their student time management skills. (See Attachment B: UHMC Admissions and Records Student Learning Outcomes)

Learning Outcome/Program Objective 3

Ensure that UHMC is compliant with University and institutional policies and meeting student privacy (FERPA) guidelines and procedures.

- a. Meet mandated annual FERPA notification to UHMC students and employees.
- b. Provide FERPA training workshops to faculty, staff, and student employees
- c. Development of policies and procedures on the reporting of FERPA violations
- d. Ensure input is given to appropriate instructional personnel to update academic policies in the college catalog when applicable.

Provide faculty and college administrators with data and services that enable them to accomplish their instructional and management objectives, creates and maintains records systems designed to protect the academic integrity and security of confidential student data, in accordance with state and federal regulations and guidelines. Strive to communicate information clearly, patiently and politely, whether in writing, in person, by phone or via electronic communication

Methods and Measures

- Convey reliable information about the faculty-approved academic policies and regulations of the College, and implement these policies consistently and fairly.

Findings

Continual improvement in the dissemination of information and training about College policies and procedures are necessary to minimize FERPA violations.

Conclusions/Status

Ongoing professional development and communication is essential to ensure admissions and records deadlines are met and institutional policies and procedures are adhered to.

PLANS FOR THE COMING YEAR

- Make the necessary operational and procedural changes to initiate the new system-wide initiatives
- Ongoing effort to improve the documenting of new operational and procedural changes.
- Participate in the development of an enrollment management plan that focuses on the student recruitment from local high schools, WUE partners, non-residents and international students.
- Continuously improve training workshops for faculty, staff, and students with regards to FERPA
- Develop an Admissions and Records FAQs to promote enhanced service to students.
- Implement a plan for conversion from paper based to document imaging of all admissions and records files (implementation of document imaging system).
- Develop a comprehensive records management process for the storage retrieval and destruction of records.
- Collaborate with the VC of Student Affairs in designing the current admissions and records receiving area that will accommodate future growth (staff, office space, storage) and promote more cohesive, comprehensive student support services.

Challenges in completing the above goals:

The Admissions and Records section of Student Affairs responds and provides all access related services to an array of interested clientele from local, mainland and international communities. Responding to in-person, mail, phone, fax, and email inquiries and requests for information and services is a function performed by all of the Admissions and Records staff including student assistants.

We are a “serve all” office and act as the front gate for anyone who desires to enter. Our classroom is the entire campus. Given this mixed bag of clientele the challenge is to meet and greet as well as provide a vast array of services which eventually connect them to courses applicable to their educational goals.

It is important to note that registration (enrollment) is possible only after a progression of services is provided. For example, there are a number of elements associated with completing the application process. Many applications submitted are incomplete or lack sufficient information. Of the 3,456 applications submitted for Fall 2018 and Spring 2019 semesters, approximately 613 applications were incomplete (18%) and follow up required. Applicants must be contacted and additional information requested before the applications can be processed.

Students are also assisted with post registration services including schedule corrections, dropping and adding classes and assistance with tuition payments via their student portal. Providing one on one services and how we interact with the community and prospective students is important as it provides interested clientele (locally, nationally, and internationally) with who we are and how important they are to us.

The admissions and records office currently has a vacant office assistant V position, which we have not been able to hire due to campus budget constraints. Therefore, the current staff has had to absorb and carryout the job responsibilities for this position. The Admissions and Records Office has also lost three student assistant positions as well. As a result, services to students and the college community were negatively impacted and we were not able to implement planned activities from last academic year.

The admissions and records office maintains an enormous amount of student records for former and continuing students. Records retention maintenance schedules have not been followed in the past so the office is overdue in discarding old student files. We have implemented the scanning of all early admit student files. However, due to lack of staffing, student documents are not being scanned into the system in a timely manner. This reduces the effectiveness of the document management system. Furthermore, the amount of student records will continue to increase as more continuing students leave the college and new students enroll. Additional admissions and records staff is needed to maintain the student records and respond to student records request from former students, employers and other external entities.

Assessment results:

The admissions and records office has assessed the extent to which it processed applications and evaluated transcripts in a timely manner. Both services have a significant impact on enrollment, student success, and the institution's ability to meet its retention and persistence goals. Acceptance to the college is required before applicants can access other support services and enroll. Transcript evaluations provide students with the information they need to choose classes appropriately and can affect time to graduation.

The admissions and records office gathered data from IRO, STAR Academic Logic, and service logs that were kept on a shared drive and developed the following success indicators.

1. Applications will be "pushed" and processed, either accepted or pending letter sent, within five business days.
2. Transfer credit evaluations will be completed within four to six weeks.

The admissions and records office then analyzed the assessment data to determine whether or not the department was successful in processing applications and evaluating transcripts in a timely manner.

Action Plan

The Admissions and Records Office's action plan for July 1, 2019 through June 30, 2020 focuses on its timely and service oriented outcomes:

Success Indicator	Action	Status/Timeline
Applications will be processed within five business days	<ul style="list-style-type: none"> • Update the standard operating procedure document for processing applications per staff input • Continue to review the admissions process to identify areas, practices, or procedures that hinders efficiency and implement appropriate changes • Conduct regular training for staff to ensure consistency and accuracy 	The office assistant V position is currently vacant. The office assistant V position is essential to maintaining this processing time and manage the day to day operations of the Admissions & Records Office. It is expected that the admissions and records office will be able to meet this goal upon the filling of this position.
Assess the extent to which the admissions and records office provides excellent customer service	<ul style="list-style-type: none"> • Review communication with faculty and students regarding admissions and records services and identify ways to improve content and clarity • Collaborate with campus community to develop a secret shopper assessment activity to gather meaningful information about the quality of customer service provided. • Conduct bi-annual staff customer service training 	Communication to students who have pending admissions applications and outstanding health clearance requirements are being monitored for timely acceptance to enrollment. Additional student employees are essential to providing timely follow-up on phone and email messages as well as incomplete documents.

The admissions and records action plan is aligned with UH Maui College's 2015-2021 strategic plan because timely service delivery and excellent customer service will support student success. In order to meet the Hawaii Graduation Initiative (HGI) goals, the institution must admit students in a timely manner, effectively engage with them through student support services, and ensure that they progress to degree completion as efficiently as possible. It is critical that the admissions and records office has adequate personnel to provide services and sufficient opportunity to develop and implement process and operational changes to improve service delivery and meet its department goals.

Strengths of the Admissions and Records Office:

Admissions and Records touches every student from the start of their UHMC experience to the end. It is our charge to ensure that through the lens of the institution's mission, goals and objectives, along with local and state regulations, we work as individuals with unique specialized duties as well as a collective collaborative unit to effectively serve students. Both in a direct person-to-person capacity along with implementing and maintaining compliant processes, procedures and systems to support all things related to enrollment services for students, staff, and the institution.

With the implementation of bi-monthly staff meetings, the staff has worked to develop baseline data for their service areas, seek out understanding of other units within Student Affairs increasing their ability to support diverse student needs increasing overall success, while analyzing process, procedures and systems that require and alignment of UHMC strategic goals and objectives.

What improvements are needed?

Historically, the Admissions and Records Office staff were working in specialized areas of admissions and records. We are growing in our structure and mindset to continue building capacity in each area. Working toward being driven by innovated, thoughtful, data rich decisions to support both the tradition and history of our work in tandem of a growth mindset seeking out new modalities that positively impact student success and the efficiency in which we serve the diverse population within our tri-isle county.

Admissions and Records has areas of improvement to work on to continue to increase efficiency, to help students be successful, and to support faculty within processes and procedures. We continue to examine the ongoing need for equity of service provision at all campus locations to ensure all UHMC students have access to all Admissions and Records related services and supports regardless of location. There is a current awareness of the deficit in staff that are cross-trained along with the need to create manuals in support of the increase in consistence, and compliant service provision. Efforts will continue to bring together this team to engage in professional development to ensure the level of expertise and service provision meets the institution's standards of excellence.

ATTACHMENTS

Attachment A: 2019-2020 Admissions and Records Budget Priorities

Attachment B: UHMC Admissions and Records Student Learning Outcomes Rubrics

ATTACHMENT A:

2019 – 2020 Admissions and Records Budget Priorities

REQUESTOR: UHMC STUDENT AFFAIRS PROGRAM/UNIT: ADMISSIONS AND RECORDS

I. TITLE OF REQUEST: PROGRAM REVIEW

DESCRIPTION OF REQUEST: BUDGET ALLOCATION REQUEST

II. OPERATING COST SUMMARY

DESCRIPTION	FY 2019	FY 2020
Personnel/Position	173,912	182,607
Supplies/Other Expense	6,500	6,825
TOTAL BUDGET REQUEST	180,412	189,432

- Note: FY 2020 calculated at 5% increase

III. OPERATING COST DETAILS

A. PERSONNEL/POSITION

POSITION TITLE	TYPE	FY 2019 COST	FY 2020 COST
Student Employment [Four (4) student assistants x 20 hrs per week x 40 weeks x \$12.00 per hour = \$38,400; 12 weeks x 40 hours/wk x \$12.00 per hour = \$23,040 + .95% fringe \$584 = \$62,024 Purpose: Daily operations for basic student support in Admissions and Records. Additionally, this will enable regular staff to work on more complex and administrative tasks.	Student Employment	62,024	65,125
Reinstate vacant position in Admissions and Records. Convert to Assistant Registrar. Purpose: Responsible for management of the daily operations of the Admissions and Records Office. Assist in implementing and executing new system initiatives. Assist Registrar in managing and meeting new records requirements.	APT	55,944	58,741
Enrollment Mgt Specialist: Responsible for many functions of the admissions and registration processes, including but not limited to: managerial/supervisory duties, communicating status and admission decisions; Support in managing onboarding activities.	APT	55,944	58,741

B. SUPPLIES/OTHER EXPENSE

DESCRIPTION	PURPOSE	ONE TIME/ RECURRING	FY 2019 COST	FY 2020 COST
Supplies/Travel	Travel for system meetings (15 trips x \$300 = \$4,500) Supplies: \$2,000	RECURRING	6,500	6,825

ATTACHMENT B

UHMC ADMISSIONS AND RECORDS STUDENT LEARNING OUTCOMES

ADMISSIONS AND RECORDS

Student Learning Outcomes	Collegewide Academic Student Learning Outcomes	Measurement Tool(s) & Timelines	Evaluation/Analysis	Recommendations/Actions
SLO #1 Greater than 90% of UHMC applicants will be able to successfully complete and submit their admission applications and transcript request via the online processes.	Critical Thinking	Generate Banner reports which provide data on number of applications and transcript request submitted online. Data will be gathered in January and August. Student satisfaction surveys.	Registrar and Vice Chancellor of Student Affairs will review and analyze data.	Increase outreach to local high schools on the application process. Increase training to staff/faculty on how to assist students with the online application and transcript request processes. Continuously review current and/or proposed technological software and hardware programs that will improve efficiency of admissions and records delivery systems.
RUBRICS				
4 Student has full awareness and independently completes and submits with accuracy the appropriate form online.	3 Student needs minimal guidance in completing and submitting with accuracy the appropriate form online.	2 Student need close guidance in completing and submitting with accuracy the appropriate form online.	1 Student does not engage in completing and submitting the appropriate form online.	

Student Learning Outcomes	Collegewide Academic Student Learning Outcomes	Measurement Tool(s) & Timelines	Evaluation/Analysis	Recommendations/Actions
SLO #2 Students will be aware of the importance of time management (Adds/Drops, Refunds, Certificate and Degree Graduation Petition Process, and other deadlines) for successful personal and professional growth and effective civic engagement.	Communication Critical Thinking Information Literacy	Student satisfaction surveys and the number/type of appeals.	Registrar and Vice Chancellor of Student Affairs will review and analyze data.	Send emails, mailings and flyers of Admissions and Records policies, procedures and deadline, changes, etc. Increase training to staff/faculty on how to assist students with the adds/process, refunds, petitions and other processes.
RUBRICS				
4 Student has full awareness and independently completes with accuracy the appropriate procedures/actions in a timely manner.	3 Student needs minimal communication in completing and executing the appropriate procedures/actions in a timely manner.	2 Student needs numerous communications in completing and executing the appropriate procedures/actions in a timely manner.	1 Student does not engage in the appropriate procedures/actions nor or wish to meet required deadlines.	