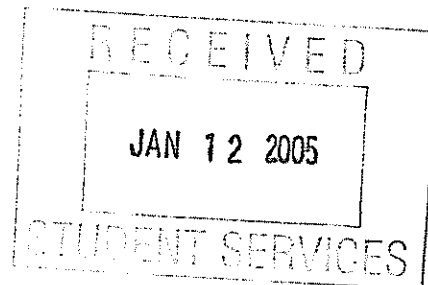


3. DORMITORY

INTEROFFICE MEMORANDUM

TO: ALVIN TAGOMORI
DEAN OF STUDENT SERVICES

FROM: FRED DEAQUINO *FD.*
MANAGER, HALE HUMANA COMPLEX



SUBJECT: STUDENT HOUSING OFFICE ANNUAL PROGRAM REVIEW

DATE: 01/11/05

Attached is Hale Haumana's annual program review for the year 2004. My apologize in not meeting the deadline. Again, Happy New Year , Alvin.

Maui Community College
Student Service – Student Housing Office
Annual Program Review

Mission Statement: **Student Housing Services Mission**

The mission of Student Housing Services is to provide residential facilities, management services and educational support programs designed to maximize students' educational goals. In addition, Student Housing provides a living-learning environment that promotes academic success by offering programs and services that are grounded in human development and student development theory.

Functional Statement

1. Provides reasonable priced living accommodation that is cleaning, comfortable, maintained, and includes safety features.
2. Ensures timely and efficient administration of the program through effective management.
3. Provides a living-learning environment that promotes academic success by offering programs and services that are grounded in human development and student development theory.
4. Provides laundry and vending services in convenient and safe locations.
5. Provides front-desk accommodations for keys, recreational equipment, mail services, etc.
6. Provides maintenance for the entire complex (internal and external).
7. Provides 24-hour On-Call service for emergencies and hall operational services.
8. Provides social, religious, and educational programs to enhance resident experience.
9. Collaborate with student governance groups to enhance resident educational experiences.
10. Collaborate with special security to ensure the safety of residents living in the residence hall.
11. Emphasizes health and safety awareness among residents.

Maui Community College Mission

Maui Community College is a learning-centered institution that provides affordable, high-quality credit and non-credit educational opportunities to a diverse group of lifelong learners

Student Housing Services Mission:

- The mission embraces student learning because it provides educational support programs designed to maximize and enhance students' educational goals.*
- The program mission compliments the mission of the institution in that it provides reasonable priced living accommodations to a diverse group of college full-time students. In-addition, it is a facility that provides educational support programs and services that are grounded in human development and student development theory.*

Student Housing Office

Quantifiable Data for fiscal years ending 2003 and 2004

Items:

<u>Rented Units</u>	<u>FY 2003</u>		<u>FY 2004</u>
Fall 02	38	Fall 03	40
Spring 03	37	Spring 04	41
Summer Conf.	55	Summer Conf.	55

Number of beds available

Fall 02	40	Fall 03	40
Spring 03	40	Spring 04	44
Summer Conf.	55	Summer Conf.	55

Room rate (per person)

Fall 02	997	Fall 03	997
Spring 03	997	Spring 04	997
Conf. Fee	18,000	Conf. Fee	18,000

Annual Program Review for the year 2004

The annual program review for the year 2004 encompasses the spring and fall 2004 semesters, as well as, the summer 2004 period. The following is the Hale Haumana housing data for those periods.

Student Housing Data for the year 2004

Rented Units

41	spring 04
41	fall 04
55	summer (conference group)

Number of Beds Available

44	spring 04
44	fall 04
55	summer (conference group)

Room rate (per person)

997	spring 04
997	fall 04
1800	summer conference group rate

Student Housing Assessment

The Housing office at Maui Community College used the survey instrument in initiating the assessment process within its operating system; with controls for the CAS standards of higher education. The survey was done during the later part of the year, during the fall 2004 semester. The survey involved a pre and post standard survey on the safety of the residence hall (Hale Haumana). The pre and post surveys is identical involving three parts, with 11 questions and 1 write-in section. The following are the findings and summary of the survey for the Hale Haumana residence hall on the campus at Maui Community College.

Analysis of
Pre-Survey of
Safely in the Residence Hall

	<u>Part I Questions 1 through 7</u>				
	<u>Poor</u>	<u>Below Av.</u>	<u>Average</u>	<u>Good</u>	<u>Excellent</u>
1. Exterior Lighting in the residence hall	5	6	11	8	10
2. Lighting in the apartment	4	9	12	5	10
3. Fire protection system and warning in the residence hall	5	2	7	12	15
4. Freeman guards (special security) at the residence hall	1	3	7	10	18
5. Parking in the residence hall of Hale Haumana	3	6	9	11	10
6. Safety of the vehicle in the residence hall	5	3	7	14	12
7. Safety of the resident in the residence hall	5	4	6	8	17
Totals:	28	33	59	68	92

	<u>Part II Questions 8 through 11</u>				
	<u>Never</u>	<u>Once in a while</u>	<u>Some of the time</u>	<u>Most of the time</u>	<u>All the time</u>
8. Having possession of my assigned apartment/mailbox keys					
9. Have left my apartment entrance door unlocked	3	7	9	7	12
10. Have found my apartment entrance door unlocked	8	7	11	6	9
11. Have found other apartment doors unlocked	7	5	13	6	8
Totals:	18	19	36	25	61

Part III

On the scale of 1-10 where 1 is not safe at all and 10 is very safe, how safe is the residence hall of Hale Haumana in your opinion?

	<u>Totals:</u>
1	1
2	3
3	3
4	
5	4
6	2
7	2
8	7
9	4
10	6
31	response to how safe is the hall.
10	No response/blank

Analysis of
Pre-Survey of
Safety in the Residence Hall

Part III **Comments:**

- 1 There is a lot of love here.
- 2 It's a very safe place.
- 3 The round light out A Building works a little, it's too bright it keeps you up at night.
- 4 I think non-residents should sign-in and out leaving their ID, and picking it up when they leave. A camera or two pointed at the parking lot would help.
- 5 Safe so far.
- 6 I feel safe here.
- 7 Life is a risk; deal with it.

Analysis of (pre) Safety Survey for Hale Haumana RH

The survey on safety in the residences hall was given just before mid semester of fall 2004 during the ending of the month of September 2004. The survey was given during a cookout and volleyball game with the help of RA's (resident advisors) and a couple of residents. The social activity was a success, in terms, of getting all of the residents (41) in the residence hall to complete a survey. There was three vacancies for the fall 2004 semester due to cancellations.

In part I of the survey the results are in favor of a safe residence hall. Part one also encompasses a wide range of functions throughout the residence hall. The findings in part III are also in favor of a safe residence hall. The findings in part II however, indicate that the residents are not safely conscious by not locking their apartment doors. Perhaps, another view would be that the residence hall is safe that it is not necessary to lock the apartment door.

Analysis of
Post-Survey of
Safety in the Residence Hall

- Part I Questions 1 through 7
1. Exterior Lighting in the residence hall
 2. Lighting in the apartment
 3. Fire protection system and warning in the residence hall
 4. Freeman guards (special security) at the residence hall
 5. Parking in the residence hall of Hale Haumana
 6. Safety of the vehicle in the residence hall
 7. Safety of the resident in the residence hall

	Poor	Below Av	Average	Good	Excellent
2	2	2	11	11	7
1	1	2	9	12	9
6	1	1	13	10	10
1	1	1	4	17	6
7	7	7	2	10	16
8	4	5	8	8	7
25	17	52	77	9	5
Totals:	25	17	52	77	60

- Part II Questions 8 through 11
8. Having possession of my assigned apartment/mailbox keys
 9. Have left my apartment entrance door unlocked
 10. Have found my apartment entrance door unlocked
 11. Have found other apartment doors unlocked

	Never	Once in a while	Some of the time	Most of the time	All the time
7	7	3	10	5	9
7	7	4	8	4	11
9	9	2	11	4	8
4	4	7	7	7	16
Totals:	27	9	36	20	35

Part III

On the scale of 1-10 where 1 is not safe at all and 10 is very safe, how safe is the residence hall of Hale Haumana in your opinion?

	<u>Totals</u>
1	1
2	2
3	3
4	2
5	2
6	2
7	7
8	6
9	7
10	1
27	response to how safe is the hall.
7	no response/blank

Analysis of
Post-Survey of
Safety in the Residence Hall

Part III Comments:

- 1 I think it's fine.
- 2 Use wood lighting fixtures on the living room.
- 3 Safety of the residents in the residence hall, more of a "sanitary issue" I think. Found light bulbs that have not worked/replaced all of these not working.
- 4 I think that it is safe for me and my friends.
- 5 We have never had a fire drill, should have one once a month.
- 6 These dorms need serious repairs!!

The time between the administering of the pre and post surveys the following repairs and services completed in the residence hall: cleaning and repair of external pole lights, cleaning and repair of perimeter security hedge, cleaning and servicing hallway lights, cleaning and servicing all interior lights in building D (office, lounge, laundry room, and restroom), and repair of emergency lights.

Analysis of the (Post) Safety Survey for Hale Haumana RH.

The (post) Safety Survey was given at the last semester cookout during finals week. There was fewer residents that participated in the cookout and only 34 residents completed the safety survey. A resident volunteered to administer the safety surveys and one of the resident advisors collected the completed surveys.

The over data from the post safety survey appears to be similar to the pre safety survey with fewer participants. In part I of the post scale, indicating higher degree of safety in the residence hall. Part II of the post safety survey is similar to the pre safety survey.

Summary of Pre and Post Safety Survey

The findings from the pre and post safety survey indicates that residents feel that the Hale Haumana residence hall is **safe**. How safe? Perhaps, as one resident indicated "I think it is safe for me and my friends". The findings also indicate that many residents do not lock their apartment doors and consequently are not safety conscious. The buildings of Hale Haumana are very old and require continuous repairs and maintenances in sustaining the health and safety for its residents. The student housing staff will strive to improve the conditions of the residence hall for the health and safety of its residents.

Hale Haumana Improvements and Objectives

There have been many improvements or renovations, but the ones listed below are the major ones.

- a) There have been many improvements to insure the safety of the residents. A perimeter hedge marks the boundaries along the highway.
- b) Repainting building exterior from dark brown to light green.
- c) Replacing all metal rain guard's to cooper rain guards.
- d) Replacing all jealousy windows to sliding vinyl windows.
- e) Replacing all apartment entry doorknob to lever (handicap accessible) knobs.
- f) Installing fire abatement system in each building.
- g) Re-roofing of all building in the residence hall.
- h) Re-modeling of all kitchen and vanity cabinets in the apartment units.
- i) Re-screening or replacing of all screens with higher gauge aluminum frame with stainless clips.

Most of the major projects for Hale Haumana have been completed. In terms, of deferred maintenance, only two items remain, resurfacing of the parking lot and replacement of mattresses and box spring for all apartments.

Now that the residence hall is operational and safe, the next objective is to obtain additional funds through *a rate increase*. Hale Haumana needs a rate increase off set its negative operating balance and to allocate funds to hire additional staff (resident advisors) personnel. Student housing will be able to facilitate various available programs (educational, recreational, social, wellness, religious, etc) to residents through the year. It is through these programs that student housing will be able to do assessments and develop operating procedures in compliance with the CAS standards.