



UNIVERSITY of HAWAII®  
**MAUI COLLEGE**

**OFFICE OF STUDENT AFFAIRS ANNUAL REPORT OF PROGRAM DATA (ARPD)  
EXECUTIVE SUMMARY — ACADEMIC YEAR 2019-20**

The University of Hawai‘i Maui College (UHMC) Office of Student Affairs continues to assess its programs, services, and co-curricular learning to demonstrate efficiency and effectiveness. Over the years, economic, demographic, technological — and now, pandemic-related — forces have shaped our campus, but we continually move forward with a positive outlook by applying innovations in serving our students in new and better ways.

The UHMC Office of Student Affairs units use the Planning, Enrollment Management and Student Affairs (PEMSA) assessment format to guide their program review. Each unit’s program review serves as its Annual Report of Program Data (ARPD) analysis. The PEMSAs program review provides a mechanism to monitor the status, effectiveness, efficiency, and progress of Student Affairs programs. The overall intent of the program review is to facilitate an ongoing assessment to improve Student Affairs’ contribution to student learning, retention, and success at the University of Hawai‘i Maui College. Moreover, the program review highlights collaboration and evidence-based decision making with leaders across campus to foster high levels of student success, campus-wide scaling, and transparency. Each Student Affairs unit director completes the following as part of the program review process:

- *Clarifying responsibilities and expectations.* Communicating the student success mission and strategies, as well as the change-management efforts that make it happen. Directors act as change agents, motivating their teams to innovate and achieve continuous improvement.
- *Planning for specific capacity and mindset gaps.* Identifying required competencies, assessing competency gaps, and mapping improvement workflows across Student Affairs units ensures capacity-building efforts.
- *Capability-building principles.* Shifting the mindset to student success and innovation requires designing a comprehensive capacity-building journey that incorporates the following four core principles within each unit program review: (1) setting learning priorities; (2) offering multiple types of learning; (3) making learning experiential and real; and (4) focusing on impact.

This year’s ARPD analysis utilizes a holistic student-support readiness framework and its rubrics to identify and monitor its core values. UHMC Student Affairs’ ARPD process is guided by Maki and Bresciani’s (2006) iterative systemic assessment cycle assessment, which follows these steps: (1) implement methods to deliver outcomes and to gather data; (2) gather data; (3) interpret evidence; and (4) make decisions to improve programs, enhance student learning and development, inform institutional decision-making, planning, budgeting, policy, and public accountability.

The UHMC Office of Student Affairs will continually change and develop as the environment becomes even more complex. We will use assessment to lead change efforts, provide evidence of improvement, and contribute to student success before, during, and after graduation.