

1. ADMISSION & RECORDS

Maui Community College Student Services-Admissions and Records

Mission:

To provide quality access and records related services to prospective and enrolled students of Maui Community College in an environment conducive to student learning and development.

Functional Statements:

1. Provide accurate and timely admissions services to new, returning and transfer students.
2. Provide accurate and timely admissions services for special needs students.
3. Plan and execute an efficient and coordinated system of student registration.
4. Maintain accurate student records with special emphasis on records security and integrity.
5. Provide efficient and timely assistance to students receiving veteran's assistance.
6. Keep abreast with the changes accompanying the college's transition to a new web based student registration/support system.
7. Participate in campus, community college and system wide meetings in maintaining professional relationships and collaboration.
8. Participate with and support high school personnel with admissions and recruitment services.
9. Provide all admissions related services for credit and non-credit international students including compliance with U.S. Citizenship and Immigration Services regulations.
10. Assist with and participate in professional development activities.
11. Plan, supervise, and coordinate daily operational activities ensuring optimum and efficient workflow, processing and filing of documents.
12. Compliance with all Federal and State regulations including but not limited to student visa requirements, veterans regulations and Family Educational Rights and Privacy Act (FERPA) requirements.
13. Provide support to faculty/faculty units in the areas of admissions, registration, and records.

Estimated and Quantifiable Data

A D M I S S I O N S		7/1/01-6/30/02	7/1/02-6/30/03
APPLICATIONS PROCESSED		1000*	1200*
ADMISSIONS LETTERS	RESIDENCY	800*	950*
	RES APPTS	200*	250*
TUBERCULOSIS/MMR	REQUESTS	300*	450*
	INPUTTED BANNER	700*	750*
CORRESPONDENCE	MAIL/PHONE REQUEST	837	879
	EMAIL INQUIRIES	233	112
	PHONE REGISTRAR	6000*	6000*
	EMAIL INTERNATIONAL	1359	866
	EMAIL MAILAND	992	800
	EMAIL HAWAII	288	384
	EMAIL DISTANCE ED	320	160
INTERNATIONAL	I-20'S	50*	52
	OPTIONAL PRAC TRNG	5*	5*
	CURRICULAR PRAC TRNG	5*	5*
	SEVIS INPUTTING	NA	79
VETERANS	CERTS	25	28
	VA APPS	5*	10*
R E C O R D S		7/1/01-6/30/02	7/1/02-6/30/03
TRANSCRIPTS	INCOMING	773	795
	OUTGOING	3126	3272
DEGREES (ORDERING/POSTING)	CERT OF COMPE	231	236
	CERT OF COMPL	30	41
	CERT OF ACHIEVE	120	113
	AS	49	47
	AAS	84	102
	AA	86	95
	ATS	6	NA
POSTING TRANSCRIPTS	DEAN'S LIST	NA	52*
ADVANCED STANDING		NA	NA
GRADE CHANGES		NA	100*
BANNER			
PURGING OF STUDENTS		NA	100*
UPDATING NSLC		NA	100*
FACULTY ROSTERS		1321*	800*
GRADE ROSTERS		1321	600*
ENTERING CR/NC OPTIONS		NA	150*
ENTERING AUDIT OPTIONS		NA	26*
*Estimated			

Initiatives

1. **OLD POLICY/PROCEDURE**
Announce grade submission deadline to faculty
ISSUE
Missed grade submission deadlines by faculty resulting in delayed posting of grades onto transcripts. Students penalized with transcripts that do not reflect current records.
RESOLUTION
Will use program identifying class rosters that do not have grades posted. Will contact those instructors who have not posted grades two days prior to the grade submission deadline to check progress.
IMPLEMENTATION
Spring 2004

2. **OLD POLICY/PROCEDURE**
Evaluation of transfer courses were not articulated and inputted into the student information system.
ISSUE
Student academic records incomplete affecting the disbursement of financial aid and academic advising functions.
RESOLUTION
Recommended the migration of the Kapiolani CC articulation database into Banner system. Articulation process established in conjunction with academic advisors and inputting of external credits is being performed.
IMPLEMENTATION
Spring 2004

3. **OLD POLICY/PROCEDURE**
Print transcripts for students and send to high school counselors for students participating in the Running Start program. The Running Start program allows students completing pre-designated University of Hawaii courses to have credits earned apply to both their high school and college degree.
ISSUE
Encourage high school students to utilize the MyUh portal.
Untimely paper process that is inefficient and unreliable.
RESOLUTION
MyUh training session conducted for high school counselors demonstrating new Banner on-line web system. High school counselors will train and assist their students with accessing MyUh portal and with the students permission, may now view student transcript and grades in their offices.
IMPLEMENTATION
Spring 2004

4. **OLD POLICY/PROCEDURE**
Large amount of student tuition and fee balances after start of semester.

ISSUE

Inflated class rosters and accounts receivables.

RESOLUTION

Purging of classes will be conducted systematically after publicize tuition payment deadlines prior to and after the start of classes.

IMPLEMENTATION

Fall 2004

5. OLD POLICY/PROCEDURE

Transcript forms and housing application sent to students by surface mail.

ISSUE

Longer turn around time for students

RESOLUTION

Form created and saved in personal computer and sent as email attachment.

IMPLEMENTATION

Fall 2003

6. OLD POLICY/PROCEDURE

VA applications and certifications typed and mailed to Veterans Administration by surface mail.

ISSUE

Length of processing time, higher workload and lost documents

RESOLUTION

Using "VA-ONCE" resulting in electronic transmission through the Internet. Always current and ensures secure transmission including reporting and status updates.

IMPLEMENTATION

Fall 2004

An MOU between the school and VA must be completed (see attached).

7. OLD POLICY/PROCEDURE

Outdated equipment

ISSUE

Inefficient, outdated, lack of sufficient memory, speed, ram.

Affecting performance with email, Banner, software and other computer related functions.

RESOLUTION

Purchase of three PC's (Registrar, Records Clerk and Admissions Clerk. Strongly recommended by campus computer tech.

IMPLEMENTATION

June 2004

8. OLD POLICY/PROCEDURE

Students enrolled in the Maui Language Institute were not permitted to enroll in the University of Hawaii Health insurance plan because of their no-credit status.

ISSUE

Without health insurance students risk incurring large medical charges in the event of sickness or injury.

RESOLUTION

Agreement made and procedures established with University of Hawaii officials and insurance carrier to allow Maui Language Institute students the option to participate in University of Hawaii insurance plan.

IMPLEMENTATION

FALL 2000

9. OLD POLICY/PROCEDURE

Kahului Post Office only Passport Facility for central Maui residents.

ISSUE

Facility overcrowded because of mail services and with passport services closing at 2:30 pm.

RESOLUTION

Passport services made available at the Student Services Office from 8:00 am-4:30 pm by appointment.

IMPLEMENTATION

February 2002

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE DEPARTMENT OF VETERANS AFFAIRS
AND

University of Hawaii-Maui Community College

VA-ONCE (VA ONline Certification of Enrollment)

**Electronic Transfer of Enrollment Information by
Educational Institutions to the Department of Veterans Affairs**

I. PURPOSE

This is an agreement between the Department of Veterans Affairs, hereinafter referred to as VA, and University of Hawaii-Maui Community College, hereinafter referred to as the institution. The purpose of this agreement is to establish an alternative procedure for the institution to use to make certifications to VA of enrollments and changes in enrollments of students of the institution who seek to receive benefits under educational assistance programs administered by VA.

Under current procedures, a majority of institutions use the VACERT program to electronically transmit enrollment information to VA. The other institutions prepare such certifications in written form, the institution's certifying official signs them, and presents them to VA in that form. The alternative procedure authorized under this agreement permits the institution to use an Internet program known as VA-ONCE, to submit the certifications solely by electronic means.

II. AGREEMENTS BY VA

VA agrees to accept, instead of certifications made on printed forms prescribed by VA for that purpose or certifications generated by the VACERT program, certifications created by the institution using the VA-ONCE program in the form of electronic certification documents or written computer-generated documents signed by the institution's certifying official(s). VA also agrees to maintain the history file of enrollment activity on its VA-ONCE server.

III. OBLIGATIONS AND AGREEMENTS OF INSTITUTION

The institution, by executing this agreement and in consideration of the agreement of VA to accept the alternative VA-ONCE generated written or electronic documents submitted by the institution, agrees to comply with all applicable laws, regulations, and VA requirements pertaining to certifications of enrollments and notices of change in student status, even though the provisions of those laws, regulations, or requirements do not appear on the certifications created by the VA-ONCE program.

The institution acknowledges that by using the VA-ONCE program it is subject to all the duties and liabilities pertaining to educational institutions found in 38 U.S.C. sections 3684 and 3685; 38 CFR sections 21.4203, 21.4209, 21.7156, 21.7307, 21.7656, 21.7807, and 21.5200; all certifications applicable to the institution certifying on comparably prescribed VA forms otherwise in use at the time of the certifications; and any other provisions of law or regulations that apply.

The institution certifies that it has appropriate resources, including hardware, software, and staff, to

effectively use the VA-ONCE program instead of traditional certification procedures. The institution must provide an appropriate web browser which can be obtained free from several vendors.

The institution agrees to take reasonable precautions to safeguard against unauthorized access to VA-ONCE, and to prevent improper use or disclosure of passwords. The institution also agrees to notify VA immediately upon learning of any unauthorized access, unauthorized use, or disclosure of a password. The institution further agrees to notify VA immediately if any authorized certifying official leaves that position so that VA can suspend the certifying official's user ID and password.

To the maximum extent permitted by the law applicable to the institution, the institution hereby agrees to hold harmless the Department of Veterans Affairs from any claim for damages based on use of the VA-ONCE program.

IV. ACTION

Upon receipt of the signed agreement from the institution, and executed by VA, VA will furnish each designated certifying official with his or her own user ID and password that will be necessary to access the Internet-based program.

V. OVERSIGHT

If the institution electronically sends files to the regional processing office, VA will continually monitor the quality and timeliness of the information. VA will notify the institution of problems detected during the receipt and processing of these files.

The institution agrees to inform VA of any problems found with the VA-ONCE program that could jeopardize the accuracy, integrity or confidentiality of the information contained in files electronically sent to the regional processing office.

VI. WITHDRAWAL

The institution may withdraw from this Memorandum of Understanding (MOU) at any time by notifying VA in writing 60 days beforehand. After withdrawing from this MOU, the institution is required to timely submit certifications using VA Form 22-1999, Enrollment Certification.

VII. REVIEW/CHANGES

VA will conduct periodic reviews of this Memorandum of Understanding as deemed necessary. Changes of this Memorandum of Understanding shall be in writing and approved by the signatories or their successors.

VIII. SECURITY

Data for VA-ONCE is stored behind the Veterans Benefits Administration (VBA) firewall and thus falls under its approved data protection storage procedures. When the institution sends data over the Internet it will be encrypted using Secure Sockets Layer (SSL) technology, an accepted industry standard. Access to the data will be protected and controlled by unique user names and passwords. Passwords will follow the VBA standard of strong passwords.

Executed by the University of Hawaii-Maui Community College

this 1st day of June, 2004.

By: _____

Dr. Clyde Sakamoto, Chancellor

Phone Number: (808) 984-3636 E-mail Address: clydes@hawaii.edu

Executed by the Department of Veterans Affairs

this _____ day of _____, _____.

By: _____

Patrick Courtney, Director Atlanta Regional Processing Office

School Name: Maui Community College

School Address: 310 West Kaahumanu Ave
Kahului, HI 96732-1617

Facility Code: N/A

Certifying Official's Name: Mr. Stephen Kameda, Registrar

Phone Number: (808) 984-3517

E-mail Address: skameda@hawaii.edu

Certifying Official's Name: _____

Phone Number: _____

E-mail Address: _____

Certifying Official's Name: _____

Phone Number: _____

E-mail Address: _____

Certifying Official's Name: _____

Phone Number: _____

E-mail Address: _____

Certifying Official's Name: _____

Phone Number: _____

E-mail Address: _____

VA-ONCE MOU (FEBRUARY 2004)

ADMISSION & RECORDS

**University of Hawai'i
Performance Evaluation System**

[Performance
Evaluation](#)[Main Menu](#)[Logout of System](#)**Preview: 0081349, INSTR & STUD SUPP**[\[Expectations Only Printable Version \]](#)[\[Expectations + Duties and Responsibilities Statements Printable Version \]](#)**Performance Expectations**[Related Links](#)[APT Broadband
Home](#)[PES On-line Training
Supervisor Tutorials
Employee Tutorials](#)

Expectations Certified on: 3/22/2004 11:11:18 AM

1. Apply and execute the accurate and timely admissions of all new, returning, and transfer students.
2. Direct the accurate and timely admissions of all special students including students with disabilities, early admits programs, non-resident students, in outreach areas, and applying on-line.
3. Develop and execute comprehensive, accurate, efficient, and timely registration services.
4. Develop and execute a comprehensive, accurate, and timely Student Records system and services.
5. Develop and oversee the timely processing of documents for veterans assistance and passport services.
6. Implement a full range of admissions and visa related services for credit and non-credit international students that insures compliance with all appropriate rules and regulations.
7. Compile and organize data from the student database for reporting purposes as well as share the information with faculty and administrators.

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ADMISSION & RECORDS

University of Hawai'i: Performance Evaluation System

Position: 0081349, INSTR & STUD SUPP[Close Window](#)**Performance Expectations and Related Duties and Responsibilities**

Expectations Certified on: 3/22/2004 11:11:18 AM

1. Apply and execute the accurate and timely admissions of all new, returning, and transfer students.

The Registrar, under the general supervision of the Dean of Student Services is primarily responsible for the planning, direction, operation and evaluation of the College's admissions, student records, and registration functions.

I Admissions A. Facilitate and supervise admission of new, returning and transfer students.

1. Review and code all applications and determine the residency status for tuition purposes of all applications.

2. As necessary, determine and obtain specific documentation needed to make resident determination and as appropriate consult with students and parents.

3. Establish and maintain complete records and files for all resident and non-resident students.

4. Direct the process of informing all students as to their admissions status: acceptance, resident or non-resident status, or the need for further admission related documentation.

2. Direct the accurate and timely admissions of all special students including students with disabilities, early admits programs, non-resident students, in outreach areas, and applying on-line.

The Registrar, under the general supervision of the Dean of Student Services is primarily responsible for the planning, direction, operation and evaluation of the College's admissions, student records, and registration functions.

B. Facilitate Admissions of Special Students

1. Work with high school outreach and guidance counselors to enroll high school drop outs.

2. Coordinate with high school counselors and the Student Services staff the admission of high school seniors under the University's Early Admissions Program.

3. Coordinate admissions procedures for all international and non-resident students under BOR guidelines.

3. Develop and execute comprehensive, accurate, efficient, and timely registration services.

The Registrar, under the general supervision of the Dean of Student Services is primarily responsible for the planning, direction, operation and evaluation of the College's admissions, student records, and registration functions.

II. Registration a. Plan, establish, publicize and carry out within general guidelines an efficient and coordinated system of student registration.

- b. Coordinate with the UH Systems Office submission/transfer of student data. Meet the data submission deadlines essential to the production of system wide reports.
 - c. Prepare, distribute and publicize registration materials for students, faculty, staff, and the community.
 - d. Coordinate and organize registration materials, location, student help training and the collection of tuition and fees.
 - e. Provide registration information to be included in the creation of the Schedule of Courses and school catalog.
4. Develop and execute a comprehensive, accurate, and timely Student Records system and services.

The Registrar, under the general supervision of the Dean of Student Services is primarily responsible for the planning, direction, operation and evaluation of the College's admissions, student records, and registration functions.

III Student Records

- a. Assist with the administration of the student information system (Banner).
1. Establish each semester, in conjunction with the Office of Institutional Research, the PERT schedule.
2. Direct the preparation and submission of updated student data for system-wide reporting.
- b. Coordinate the grade reporting and recording process.
1. Establish guidelines and directives for reporting of final grades.
2. Establish procedures for the production and distribution of report cards.
3. Supervise the inputting of student grades into the transcripts database and degree information.
4. Supervise the posting of degree information on the student transcripts and requesting student diplomas and certificates.
5. Develop and oversee the timely processing of documents for veterans assistance and passport services.

V. Passport Services

Process passport requests from the community within guidelines and requirements established by the U.S. Dept of State.

VI. Veterans Assistance

Assist Veterans with processing of their applications for assistance under veteran entitlement programs.

6. Implement a full range of admissions and visa related services for credit and non-credit international students that insures compliance with all appropriate rules and regulations.

VII. International Students

- a. Assist international students in both the credit and non-credit programs with visa and admissions procedures.

b. Comply with all Immigration and Naturalization and State Department requirements in the monitoring and tracking of international students under the Student Exchange and Visitors Information System (SEVIS).

7. Compile and organize data from the student database for reporting purposes as well as share the information with faculty and administrators.

IV. Articulation

a. Compile data from the student database for reporting purposes.

b. Share student information with faculty, administrators.

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