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.

PROGAM/UNIT DESCRIPTION:

Staffing

Alvin Tagomori	Dean of Students
Stephen Kameda	Registrar
Tressy Aheong	Clerk Typist III
Georgette Tanaka	Clerk Typist III

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.

PROGRAM FUNCTIONS

- Provide accurate and timely access related services to new, returning and transfer students,

- Provide all admissions related services for credit and non-credit international students including compliance with U.S. Citizenship and Immigration Services regulations and the Student and Exchange Visitor Information System (SEVIS) programs.

- Assist with admissions services for special needs students,

- Plan and execute an efficient and coordinated system of student registration,

- Maintain accurate student records emphasizing records security and integrity,

- Family Educational Rights and Privacy Act (FERPA) requirements,

- Provide efficient and timely assistance to students receiving veteran's assistance,

- Keep abreast with the changes accompanying the college's transition to a new web-based student registration/support system,

- Participate in campus, community college and system wide meetings in

maintaining professional relationships and collaboration,

- Coordinate Early Admit, Gear Up and Running admissions procedures with campus and high school counselors,

- Assist with and participate in professional development activities,

- Plan, supervise, and coordinate daily operational activities ensuring optimum and efficient workflow, processing and filing of documents,

- Provide support to faculty/staff units in the areas of admissions, registration, and records.

Program Description
ADMISSIONS
The 10 campus University of Hawaii (UH) System uses a system-wide application (posted on the UH website (http://www.hawaii.edu/).
Admissions Information:
1) Applicant must be a high school graduate or 18 years or older.
2) Admissions to the College do not mean automatic admissions to programs or courses.
3) Applicants must also submit a negative tuberculosis (TB) clearance taken within the last 12 months and
4) Proof of Mumps, Measles, and Rubella (MMR) immunization.
5) Residency Requirements: Admissions procedures also include the determination of residency according to the rules and regulations governing residency for tuition purposes as established by the Board of Regents of the University. Official determination of a student's residency status is made at the time of application. Applicants may be required to provide documentation to verify residency status. The students residency documentation provided by the student. The residency rules and regulations also include an appeals process, allowing students, classified as non-residents to enroll as residents until an appeals committee hears their case.

International/F-1 Students (additional requirements)
1) Submission of a Financial Statement (attach COE form) showing financial resources equal to or greater than the cost of education for one academic year
2) Test of English as a Foreign Language (TOEFL) score of 450 for paper base or 133 computer base proof of enrollment in a health insurance plan.
3) International student application information is inputted into the Student and Exchange Visitor Information System (SEVIS) and a form I-20 is produced for the student. The form I-20 is sent to the applicant and is required by the American/Visa consulate as part of the F-1 or student visa application process. International applicants and currently enrolled international students must comply with all regulations of the U.S. Bureau of Citizenship and Immigration Services (BCIS). In the Fall 2004, 63 international students with

F-1 visas were enrolled in credit programs with another 44 students enrolled in the Maui Language Institute (MLI). Nine students were participating in the Optional Practical Training (OPT) program. OPT program participants are students that have completed their degree requirements and are allowed to work full-time in the U.S. for one calendar year in a field related to their studies. Although MCC has the fourth largest enrollment in the community college system, it has the second largest number of international students enrolled, second only to Kapiolani CC.

4)   2000+ applications are processed and inputted into the student database annually.

5)   MCC is one of 140 institutions across the country to have a federally funded program called the Educational Opportunity Center (EOC). The focus of the EOC is to assist Maui County residents with access to post secondary institution. Primary emphasis is on assisting people from "low-income families and those whose parents did not graduate from college." Educational Opportunity Center (EOC) services also include "career assessment and educational information, catalog information for Hawaii and mainland schools, financial aid counseling, and scholarship information. Weekly outreach visits are made to local high schools and community agencies.". The EOC plays an integral role in coordinating much of the College's admissions and financial aid outreach services for anyone interested in attending MCC or any other U.S postsecondary institution.

REGISTRATION

Registration is conducted in two phases, early and late registration. Phase one, early registration, begins in April for the Fall and Summer semesters and in November for the Spring semester. Early registration continues from the opening day until the week prior to the start classes. Students closest to graduation is assigned the highest priority with graduates registering the earliest and assigned the first day of registration. Registration priority for non-graduates is determined by the number of credits earned in prior semesters. New students are assigned the lowest priority.

Phase two is late registration conducted during the first week of classes. Students registering during this period are allowed to petition instructors for entry into classes if they are closed.

An important feature of the Banner system is its capability to allow students to register on-line. Access to a number of features including web registration is possible through the "MyUh" portal which is posted on all UH institution homepages. The following features/information are available on the portal: Register for Courses, Registration status, course search, review/payment of tuition and fees, viewing previous courses and grades, financial aid information, email accounts, personal appointments calendar, personal announcements, UH news/announcements, bookmarks for All UH system schools, account information/assistance, campus student employment job searches, and entertainment/news.

The following sites have been identified as locations where student can access the MyUh portal on-campus: Admissions and Records Office, Learning Center, Library, Business lab in Kalama, EOC office, Admissions and Records Office, counters in the Ho'okipa Building.

Semester Class Schedule: The Vice Chancellor for Academic affairs is responsible for the production of the schedule of classes. All instructional units and support services divisions participate in the process by reviewing and updating course data falling within their scope and area of responsibility. The catalog and schedule of classes is also posted on our homepage.

RECORDS
One of the primary responsibilities of the Registrar is to insure the security, integrity and confidentiality of the college's student permanent student records. Because access to the computerized (Banner) permanent records database has been provided to offices/personnel outside of the Registrar's office, the Registrar feels that this responsibility is difficult to maintained and has been jeopardized. Allowing outside access conflicts with professional standards governing the maintenance of permanent student records which has been in effect for almost 4 years. This concern has been communicated to the Dean of Students with notice that the Registrar's office cannot be held responsible for the security, integrity, and confidentiality for the permanent record files since the inception of this arrangement. Student records are also kept on hard copies (permanent record cards or PRC's) and on microfiche.

Functions of the Records Office:
1. Processing graduation application as students meet their educational objectives (see below), degree/certificate information is inputted into the Banner database after Counselors complete program degree checks. Diplomas are ordered each semester by our office and distributed to graduates
2. Coordinate the inputting of external credits and updating student records of transferring and returning students to MCC. Evaluation of transfer credits is performed by the counseling department and inputted into the Banner database by our staff,
   Coordinate the ordering.
3. Processing transcript requests, (# of transcripts processed)
4. Coordinating the inputting of external credits into Banner database,
5. Enrollment/degree verifications for campus and outside agencies,
   student enrollment verifications performed for veteran's services, rehabilitation programs, student loans, and employment agencies,
6. Assist with registration,
7. Coordinate the grade inputting and change of grades provided by instructors,
8. Generating the Dean's List and other records reports,
9. Assist the Graduation Committee by providing listing of graduates,
10. Knowledge and compliance of Family Educational Rights and Privacy Act Regulations/Confidentiality requirements, The Registrar is available as a resource for faculty and staff regarding Ferpa issues. Also actively participates in Ferpa discussions on a system-wide basis and with faculty and staff. Information is

disseminated to campus personnel in attempting to keep everyone apprise of current information and different circumstances pertaining to complying with FERPA.

Release of student records information to third parties. Requests are received from faculty, staff and external organizations with legitimate "educational interest":

a. Student listing/Enrollment information-Military Recruitment Offices and internal use,
b. National Clearinghouse Report-Federal/State/Private agencies primarily for financial aid,
c. Dean's List report for Vice-Chancellors/Instructional Offices,
d. International Student Report-Enrollment/credit tracking required by Bureau of Citizenship and Immigration Services (BCIS),
e. Missing Grades Report-assists our office in identifying instructors who have not inputted their grades for the semester/session,
f. I-Grade Conversion Program report used to update I grades assigned by instructors,
g. Degree/enrollment verification for employment agencies,
h. Enrollment verification for health/medical insurance

LEADERSHIP/ORGANIZATIONAL MANAGEMENT

The Registrar's office is staffed by three full-time staff members. The Registrar's position is classified as an Administrative Professional Technical (APT) and is supported by two clerical positions classified as Civil Service Clerk Typist III's. The office also relies on 5 part-time student assistants. The Registrar is primarily responsible for all access (admissions and registration) related activities and is also the custodian of all permanent student records for the institution. The position requires specialized skills and knowledge that are diverse but all equally important in carrying out the functions of the Office. Professional development and training is essential in keeping the Registrar and staff abreast of the constant changes occurring in all arenas or the office. Detailed knowledge of institutional, state and federal policies/regulations is essential and a requirement before one is able to successfully and competently perform their duties. Because of this functional diversity, all of the staff assumes leadership roles and are experts in their areas of responsibility. In addition to excellent, dedicated and qualified staff, the Dean of Students and administrative team are very supportive and sensitive in providing the resources necessary in meeting this essential and important ingredient for success.

As a program leader the Registrar is linked to all units within the organization as an active contributor and resource for the institution. Participation at the system-wide level is also vital as admissions, registration and records functions are becoming more systems oriented. Interaction, collaboration and agreement among Registrars at all of the UH institutions are becoming more evident as we move toward expanding student options for courses and programs within the system. The establishment of a common academic

calendar, systems application (on-line for Fall 2006), common grade submissions deadlines, on-line web registration and Distance Learning options are a few of the positive changes successfully implemented with input from the Registrars.

The Registrar intermittently meets with high school colleagues in attempting to bridge and facilitate access of high school students to Maui CC programs and courses. Evidence of this is enrollment of Early Admissions and Running Start students.

HUMAN RESOURCES/FINANCIAL RESOURCES

Although a budgetary process is available, lack of adequate funding and requests for increased staffing in the Admissions and Records Office has not been an institutional priority. Workload increases in the office has been compromised with reductions in student help funding. Currently approximately 40% ($13,000) of student help expenditures is being charge to Admissions and Records accounts normally used for the processing Diplomas and transcripts.

I am not aware of any resources that will be made available for planned enrollment increases of 400 international students for the Fall 2006.

Budgetary decisions for the Student Services Office is determined primarily by the Dean of Students with minimum consultation with Staff members.

FACILITIES, TECHNOLOGY AND EQUIPMENT

Because of inadequate general fund allocations for the Student Services Office, equipment and supplies are purchased with revenues generated from transcript requests, diploma and certificate purchases, VA assistance and processing of Passports.

LEGAL RESPONSIBILITIES

The Registrar and staff attend institutional staff development workshops sponsored by the institution with the Registrar primarily attending systems sponsored training on legal responsibilities as it falls within the scope of performing our duties and responsibilities. Information gathered at systems meetings is distributed/disseminated to office and campus personnel as required.

Questions raised regarding legal issues usually fall within four areas: (1) Family Educational and Privacy Act (FERPA), (2) requirement of the Social Security number as part of the application information, (3) waiver of Tuberculosis (TB) and/or measles, mumps and Rubella (MMR) requirement and (4) determination of residency.

(1) "The Family Educational Rights and Privacy Act of 1974, as amended, sets forth requirements regarding the privacy of student records. FERPA governs: (release of these records (know as educational records) maintained by an educational institution and (2) access to these records. This law applies to K-12 as well as postsecondary education."

The FERPA requirements, in summary, are, "College students must be permitted to inspect their own educational records and (2) school officials may not disclose personally identifiable information about students nor permit inspection of their records without written permission unless such action is covered by certain exceptions permitted by the act (The AACRAO 2001 FERPA GUIDE).

(2) Use of Social Security Number: The University of Hawaii system requires the use of the Social Security Number "as a condition for making application to any of the campuses of the University of Hawaii in view of the practical administrative difficulties which the University of Hawaii would encounter in maintaining adequate student records without the continued us of the SSAN." Because of identify theft concerns this is currently an issue that is being addressed at the systems level. Also, the assignment of a "Banner" student id number to each student at the time of application may influence whether this should still be required as a means maintaining student records.

(3) Waiver of TB and MMR Requirement: The State Health Department requires all students attending public institutions to submit the results of a TB and MMR test. Students refusing to comply with the MMR requirement may file a waiver for "religious" reasons. There is no waiver for the TB requirement.

(4) Residency determination: "The purpose of these rules and regulations is to define the term "residence" to provide a procedure whereby the determination of residence status shall be made for all prospective students; to provide appeal mechanisms for those students who feel that their residency classification is in error; and to provide sanctions for misrepresentation.[Eff 6/22/81; comp] (Auth: HRS §304-4) (Imp: HRS §304-4) According to recommendations proposed by a committee comprised of Registrars, the UH Vice President of Student Affairs and representatives from the UH Legal Counsel's office, the proposed regulations will include, "The office of university general counsel will advise the residency appeals board on questions of law and procedure."

EQUITY AND ACCESS

The Admissions and Records office believes in providing equity and access to all students regardless of citizenship or location. Prior to the availability of web registration, mainland, international and resident students from outlying areas of Maui were encourage to phone, fax and/or email course selection and payment information. A special toll-free number located in the Student Services Office was available to assist students with admissions and registration. Physically and mentally challenged students are given earlier registration times as part of the College's effort to accommodate and meet any of their special needs. Students requiring financial aid are supported by both the Educational Opportunity Center and Financial Aid Office. Qualified applicants are provided with a combination of need based tuition waivers, loans, grants, scholarships and employment opportunities. Veterans assistance is also provided by Admissions and Records and a Counselor in the Advising Office identified to assist veterans with academic advising and program planning. Students from Hana and on the islands of Lanai and Molokai have access to courses and programs through outreach centers. The

College has also assigned one its faculty as a part time Equal Employment Opportunities (EEO) coordinator. She diligently meets with all hiring committee personnel during its first meeting to ensure compliance with EEO regulations.

CAMPUS AND EXTERNAL RELATIONS

DIVERSITY

ETHICS

ASSESSMENT AND EVALUATION
More frequent, planned and systematic evaluation and review needed.
Personal Annual Review by Dean of Students

Student Learning and Development Outcomes
Institutional Mission
Maui Community College is a learning-centered Institution that provides affordable, high quality and non-credit educational opportunities to a
Diverse group of lifelong learners.

Unit Mission Statement
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.

Means of Assessment
CAS criterion measure rating scale consists of ND – Not Done, 1 – Not Met, 2 – Minimally Met, 3 – Well Met, 4 – Fully Met, and NR – Not Rated.

I Administrative Objectives

A   **Plan and execute an efficient and coordinated system of**   **RATING**
      student registration.   3

    Measure Criteria
    Student, faculty and staff data rating registration publicity, calendar and course selection and payment process.
    Public/Customer satisfaction survey

    Means of Assessment
    Student satisfaction survey
    Faculty/staff feedback by conducting an evaluation process including a registration rating instrument
    communication and listening methods

Development of an orientation and Banner trainning manual to be distributed to newly hired staff.
Community satisfaction survey
Creation of a Student Services Advisory Committee comprised of community, faculty, students and staff members
Institutional enrollment and registration data

Summary of Data Collected
N/A

Analysis/Interpretation
The registration process is influenced by various internal and external offices. Admissions and Records, Academic Advising, Financial Aid, Dean of Students, all instructional units, MCC outreach centers and the computing center have various levels of impact on the outcome of the registration process. Externally, a successful registration process requires the guidance of the system-wide Banner committee, cooperation of the Distance Learning (DL) Coordinator and other UH campus personnel involved with Distance Learning registration. With access to courses and degrees at all UH institutions now an option for students, registration procedures is increasingly influenced by how well it accommodates student access to courses throughout the system.
Modification of student behavior and executing procedures to have students move from registering in the Admissions and Records office toward self registration using the MyUh portal. This will help with more efficient utilization of human resources in an already reduced personnel budget environment.

B. Evaluate and Improve Transcript Procedures   RATING
                                                                        3

Measure Criteria
    Evidence of timely responses to student transcript requests

Means of Assessment
    Time measurement study on transcript response time.
    Assessment of current process and procedures including payment function.
    Establishing goals to improve response time including review of resources and needs of Records office.

Summary of Data Collected
N/A

Analysis/Interpretation
Current staffing ratio in the Records section is one records clerk to 2950 students. Two major factors which influence response time for student transcript requests are inadequate staffing and high demands for the processing of diplomas and certificates (numbers) for graduates occurring during the same period. Other

serious contributing factors are the consistent reduction of our student help budget and an almost continuous registration calendar conducted 9 months of the year and requiring the services of the Records clerk.

C. Plan and Execute an Efficient International Student Admissions Process   RATING 3

Measure Criteria
Measuring response time between each step of the international student admissions process.

Means of Assessment
Using web applications software to record and measure response times to international student inquiries.
Information should include ratio of: (1) inquiries to application requests, (2) application requests to application submissions, (3) applications received to I-20's produced (acceptance) and (4) I-20's produced to number of students registering.

Summary of Data Collected
N/A

Analysis/Interpretation
The Admissions office is staffed by one admissions clerk. Primary duties are assisting with admissions of all new, returning and
transfer students, registration, veterans assistance, and residency determination. The admissions process for international students is extensive and complex with required knowledge of (1) Bureau of Citizenship and Immigration Services (BCIS) and (2) Student and Exchange Visitor Information System (SEVIS) regulations and procedures. In addition to compliance with specific federal regulations governing F-1 (student visa) issuance, the federal government has also mandated, since 9/11, an elaborate tracking process for all international visitors including F-1 students. The student's time of arrival and departure at the institution, changes of address, phone number, or program and completion of studies dates are all must be inputted into SEVIS within a required time table. Transferring to another institution, leaving the country for vacation or when completing their studies require approval from the institution and in some instances the printing of a new I-20. International student enrollment in the Spring 2005 numbered 69 in the credit program and 32 in the Maui Language Institute (ESL).
The college is actively recruiting internationally and has plans of increasing international student enrollment to 400 students by the
Fall, 2006. This increased number of students will require additional staffing in the admissions, records, and advising offices.

ADMISSIONS		7/1/2003 - 6/30/2004	7/1/2004 6/30/2005
APPLICATION PROCESSED		3725	3512
ADMISSIONS LETTERS	RESIDENCY (Resident status)	3129	2862
	RESIDENCY APPOINTMENTS		
INTERNATIONAL	I-20'S (NEW)	62	101
	OPT	6	7
	CPT	5	9
VETERANS	CERTIFICATION Duplicate head count	99	93
	VA APPS NEW	25	27
PASSPORTS		29	18
RECORDS			
TRANSCRIPTS	INCOMING	636	470
	OUTGOING	3082	2471
DEGREES	CERT OF COMPETENCE	170	134
	CERT OF COMPLETION	82	57
	CERT OF ACHIEVEMENT	119	120
	ASSSOCIATE IN SCIENCE	36	46
	ASSOCIATE IN APP. SCIENCE	74	55
	ASSOCIATE IN ARTS	113	111
	ATS	NA	NA
ADVANCE STANDING		NA	302
GRADE CHANGES		293	207
	BANNER		
PURGING OF STUDENTS		345	458
UPDATING NSLC		141	113
FACULTY ROSTERS		NA	NA
GRADE ROSTER		200	65
ENTERING CR/NC OPTION		NA	NA
ENTERING AUDIT OPTIONS		NA	NA
DEANS LIST		*400	*551

APPENDIX SECTION

Documentary evidence often used to support evaluative judgments includes:

- Student Recruitment and Marketing Materials:
  Application
  Program Brochures
  College Newspaper
  International Student Visa Information
  MyUh Instructions
  Registration Calendar
  Schedule of Classes

- Program Documents:
  School Catalog
  FERPA Guide
  USCIS/NAFSA Manual
  BANNER Manual/Instructions
  SEVIS Binder
  Admissions letter
  Residency Documentation Request Letter
  TB/MMR Requests letter
  Change of Information Form
  Change of Institution Form
  Transcript Request Form
  Registration Card
  Grade Change Forms
  Miscellaneous Fee Forms (Certificate and Diploma)
  SEVIS I-20
  Enrollment/Degree Verification Letter
  Graduation Applications
  Release of Confidential Information Form
  VA Application
  VA Enrollment Certification
  National Student Clearinghouse Reports

- Institutional Administrative Documents:
  Institutional Strategic Plan
  Accreditation Reports
  Catalog
  Organizational Charts
  Budget Documents and Process
  Individual Evaluations and Job Descriptions

- Research, Assessment, and Evaluation Data:
  Continuing Student Surveys

- Staff Activity Reports

Grade Rosters
Enrollment Rosters for Military Recruitment
Grade Change Requests
Add/Drop Requests
Schedule of Classes Updates
Distance Education Reports
FACTS Monthly Installment Plans
Residency Appeals
Subpoena
Incoming Transcripts Receipt Notice
Outgoing Transcripts
Diploma Requests
Residency Clarifications
Voter Registration

- Student Activity Reports
  MIF Reports
  Discovery/Oracle Enrollment Reports
  Discovery/Oracle Academic Advising Transcripts
  On-line Job Descriptions
  On-line Personnel Evaluation Process

1. MyUh
2. WebCt
3. Student Assistant Training and Development
   - Communication Techniques
   - Telephone skills
4. Student Documentation for Exceptions to College Procedures
5. Grade Change procedures
6. Admissions Directives and Information to the Public, i.e., International Student Admissions Requirements
7. Passport Services and Requirements
8. On-line Application Assistance (Fall 2004)

NOTES

1. Staff/Student Assistant Training and Development: Communication Technique/Telephone skills
   Effective Communication
   Collaboration
   Meaningful Interpersonal Relationships

   Activity: Phone Etiquette
   Pre Activity Survey/Questionnaire

Telephone Training by Communications Trainer via OCET
Post Activity Survey/Questionnaire
Cost (?)

Purpose/Outcomes/Accomplishments
Improve level of effective communication with students, faculty, and public.

2.   Orientation/Introduction for Staff and Student Assistants:
Collaboration
Meaningful Interpersonal Relationships

      a) Student Services organizational chart,

      b) Important functional areas: Admissions, Records, Registration.
          Emphasis: Residency, FERPA, Banner, Admissions Manual,
          Grade Inputting, Transcripts, Distance Education, Veterans,
          SEVIS, International Student Admissions, MLI, Faculty assistance,
          Grade Change Procedures, Purge Process, Pre-Requisite Overrides,
          MyUh Portal for Faculty and Students, Degree/Enrollment Verifications, and
          Banner Reports.

      d) Job Descriptions, Job Expectations/Environment