

**MAUI COMMUNITY COLLEGE
STUDENT AFFAIRS – Counseling Department
2008-2009 PROGRAM REVIEW**

Mission Statement

The mission of the Maui Community College Counseling Department is to provide services that assist students in realizing their educational goals.

Functional Statement

The student affairs programs are committed to providing full student support services that embrace the spirit of Aloha, Collaboration and Respect.

The Counseling Department serves prospective, enrolled, and former students.

The Counseling Department supports students in articulating, developing, and meeting educational, career, and personal goals.

The Counseling Department supports the college community with recruitment, persistence, and retention efforts.

Counseling Department specific functions include:

- Provide pre-college information and orientation programs.
- Provide comprehensive academic, career, and personal counseling services.
- Build and maintain the on-line student degree audit program (STAR).
- Provide individualized and group counseling services including crisis intervention and campus/community referral services.
- Organize, oversee, and provide college transfer services.
- Provide financial aid and scholarship support services.
- Provide peer-recruitment services.
- Provide high school outreach.
- Organize, oversee, and provide counseling services for the Maui CC Kahului campus and the five Education Center outreach sites.
- Utilize current and emerging technology in providing enhanced services.
- Provide community outreach and liaison services with public and private social service agencies and educational institutions.
- Evaluate student transcripts.
- Complete advanced standings to officially transfer credits from non-Maui CC institutions.
- Verify student certificate and degree eligibility.
- Serve as liaison to campus academic departments.
- Serve as faculty/staff resource, including serving on college and system-wide committees.
- Teach self-development and career development courses as time permits.
- Provide academic accommodations to students with disabilities.

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SUMMATIVE DATA
Table 1**

Institutional Goals	OBJECTIVES	FY08	FY09	FY10
Recruitment	Increase registration of Maui County high school graduates by 10%.	390 new graduates registered (28% of graduating class).	429 new graduates registered (30% of graduating class— an increase of 2%).	Increase registration of all Maui County high school graduating class (Class of 2010) by 5%.
Recruitment	Increase enrollment of high school graduates in non-traditional CTE programs by 10% through the Perkins Student2Student Peer Recruiting Program.	Enrollment increased by 10.3% in non-traditional programs (3 new high school graduates).	Enrollment increased by 300% in non-traditional programs (9 new high school graduates).	Per Perkins grant, increase enrollment of high school graduates in CTE programs by 10%.* <i>*Shift in overall goal from non-traditional majors to registered CTE students.</i>
Recruitment	Provide educational planning and academic advising to prospective students.	In the 2007-08 academic year, the Counseling Department served 5379 prospective and graduate/leaver students.* <i>* Number of contacts included NACAC and HACAC college fairs, along with Maui CC help desk inquires.</i>	In the 2008-09 academic year, the Counseling Department served 1432 prospective and graduate/leaver students during individual appointments.* <i>* FY 08-09 data solely for the number of individual appointments. Data on contacts made during college fairs and through the Maui CC Help Desk is discussed in the following section.</i>	

Institutional Goals	OBJECTIVES	FY08	FY09	FY10
Recruitment	Provide college information to prospective students.		<p>In the 2008-09 academic year, the Counseling Department had contact with 3625 prospective students.*</p> <p><i>*Number of contacts include NACAC and HACAC college fairs, high school outreach, and Maui CC Help Desk (electronic inquiries).</i></p>	<p><u>2009-10 Update</u></p> <p>The Counseling Department reduced participation in off-island college fairs in 2008-09 due to conflicts with registration period advising. However, the Department was asked to resume participation in 2009-10. This resulted in longer wait periods for students seeking advising and other counseling services. The hiring of a Recruiter to staff off-island college fairs, perform follow-up activities with prospective students, and manage overall college recruiting efforts is demonstrated.</p>

Institutional Goals	OBJECTIVES	FY08	FY09	FY 10
Persistence	Provide counseling services (e.g. academic, career, and personal) to 60% of currently enrolled students.	Served 57.5% (1704) of enrolled students during Fall 07 semester. Served 65% (1690) of enrolled students during Spring 08 semester.	Served 76% (2421) of enrolled students during Fall 08 semester. Served 77% (2539) of enrolled students during Spring 09 semester, an increase of 849 students from Spring 08.	Serve 70% of enrolled students during Fall 09 semester. Serve 70% of enrolled students during Spring 10 semester.
Persistence	<p>Of the enrolled students <u>served</u> by the Counseling department during the Fall 08 semester, 76% (1913) were still enrolled by the Spring 09 census date.*</p> <p>Of the 769 enrolled students that were <u>not served</u> by the Counseling department during the Fall 08 semester, 53% (366) were enrolled by the Spring 09 census date.</p> <p><i>* 4% (95) of the students served by the Counseling Department who were enrolled Fall 2008 semester, but not Spring 2009 semester met their educational goal (e.g. graduation, transfer).</i></p>			<p>2009-10 Update</p> <p>Maui CC record enrollment in Fall 2009 – 4111 students (26% increase from Fall 2008). An additional counselor position is needed to service students at the Kahului campus and 3 educational centers (Hana, Lahaina, and Kihei) and to dedicate one counselor solely to Disability Services.</p>
Persistence	75% of student folders will contain an educational plan.	3164 out of 4732 (67 %) student folders contained an educational plan.	3254 out of 4256 (76%) student folders contained an educational plan.	80% of student folders will contain an educational plan.
Persistence & Retention	100% of the Maui County 2008 high school graduates who enrolled at Maui CC for Fall 2008 will attend a New Student Orientation (NSO).	100% (390) of incoming Maui County high school graduates who enrolled at Maui CC in Fall 2008 attended NSO.	100% (429) of incoming Maui County high school graduates who enrolled at Maui CC in Fall 2009 attended NSO.	100% of incoming Maui County 2010 high school graduates who apply and intend to enroll at Maui CC will attend NSO.

Institutional Goals	OBJECTIVES	FY08	FY09	FY 10
Retention	Provide counseling support services to 100% of the Maui County high school students enrolled under Maui CC dual credit programs, i.e., Kamehameha Schools-Maui Campus and Department of Education (DOE) Running Start students.	<p>Counseling support services were provided to 93 (100%) Running Start students during FY 08.</p> <p>Counseling support services were provided to 53 (100%) students enrolled in the Kamehameha Schools dual credit program during FY 08.</p>	<p>Counseling support services were provided to 89 (100%) Running Start students during FY 09.*</p> <p>Counseling support services were provided to 62 (100%) students enrolled in the Kamehameha Schools dual credit program during FY 09.</p> <p><i>* Higher enrollment during the Fall and Spring semesters, but lower enrollment in Summer session compared to FY 08.</i></p>	Provide counseling support services to 100% of the Maui County high school students enrolled in Running Start and dual credit programs.
Student Graduation/ goal completion	Certify 100% graduation applications (certificates & degrees).	Certified 100% (881) graduation applications.	Certified 100% (1008) graduation applications. This is an increase of 14.5% from the prior year.	Certify 100% graduation applications.

COMPREHENSIVE PROGRAM REVIEW UPDATE

In reviewing the Counseling Department's Comprehensive Program Review, the following highlights provide an update of the progress or status of the findings of the self-study:

The need for more, general funded staffing to provide stability and flexibility. As a result of the 2007-2008 legislative request, the Maui Community College Counseling Department received funding for three general funded, tenure track counseling positions and an Office Assistant III position.

While the Counseling Department embraced the three positions, it also experienced a reallocation of its federal funds and special funds that were used for many years for counseling positions. Challenges faced by the department include meeting the academic advising demands of all of the CTE programs and, in particular, the Automotive Technology and Culinary programs. In addition to this, workload issues still need to be addressed and although the Counseling Department appreciates the increase in state general funds, it is evident that the Office of Student Services still remains deficient in certain areas to meet prospective, current, and returning student needs. Furthermore, as the College continues to grow and with the transition from the WASC Junior Commission to the WASC Senior Commission, the College must address the issue of essential services being available for prospective and currently enrolled students. With a record enrollment of 3,372 students in Spring 2009 and 4,111 in Fall 2009, it is evident that the need exists for: 1) Transcript Evaluator, 2) Recruiter, and 3) Director for the Counseling Department.

At the present time the College does not have a Transcript Evaluator position. Such a position would help to accelerate the evaluation process as well as help the College to meet its commitment to providing students with access to a seamless system. The Transcript Evaluator would be responsible for the review and assessment of transcripts, as well as responsible for consulting with both campus and system-wide faculty for course equivalency, articulation determinations, course waivers/substitutions and academic exceptions to meet program requirements.

As a recruitment tool, the early evaluation of previous college credits will provide prospective resident and non-resident students with critical information regarding projected graduation dates, cost of education and education completion timetables.

With the evaluation of previous college credits in place, the Recruiter will be able to market the College to prospective non-resident students. The Recruiter would be responsible for assisting prospective and returning students through the application process and provide follow up contact as needed until the student applies and registers for classes at MCC. The Recruiter would also be responsible for completing student records needed for registration, accurate processing of admissions letters and other correspondence. The Recruiter and Transcript Evaluator would work closely together so that a timely evaluation of students' previous college credits would be completed and shared with prospective and returning students for educational planning purposes.

While academic advising and educational planning is fundamental to student retention and success and with the college experiencing record enrollments, the need exists for the Counseling Department to have a counselor/adviser serve as its Director. The Director coordinates the services of the department and is expected to work collaboratively with the entire campus community. Over the years as the department has grown so has the responsibilities of the Director. While the Director continues to meet with students for educational planning purposes, additional responsibilities include facilitating student success by being involved with the a wide range of program, faculty and administrative committees as well as policies, and foster the development and implementation of academic programs that will help to meet the needs of the students. Given the degree of responsibility and workload of the Director of the Counseling Department, it is evident that a 1.0 FTE position would serve the department, Student Services and the College significantly.

Table 2 - FORMATIVE COUNSELING DEPARTMENT STUDENT LEARNING OUTCOMES & PROGRAM GOALS					
Student Learning Outcomes (SLO) And/Or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity or Course	Assessment Tool(s) & Methods of Utilization	Analyzing Results As Relates to Objectives	Plan & Implementation
INTELLECTUAL GROWTH	■ Produces personal and educational goal statements.	■ Academic advising and career services.	Educational plans in student folders.	(76%) student files contain an educational plan.	Per 2007-08 findings, an accurate and efficient database and ongoing Banner and IT assistance to facilitate data collection, retrieval, and analysis are needed. In anticipation of Student Affairs implementing the Scheduling and Reporting (SARS) database in Fall 2009, the department obtained Computing Services assistance to improve its current Access database. This is the fourth year that data collection has been compromised due to the lack of an effective data collection system, data analyst expertise, and sufficient time to focus on these efforts.
			MCC Counselor evaluation (N=732; rating scale 1-4 with 4=Strongly Agree) by students.	Goal is benchmark rating of 3.70/4.00	<u>2009-10 Update</u> In August 2009, the Counseling Department implemented the SARS database to facilitate tracking of student progress at Maui CC and the UH system. Will explore: 1) scheduling revisions to allow sufficient time for student data input which switched from clerical to all counselors; 2) additional revisions to SARS to be able to generate specific data for program analysis and future review; and 3) seeking funding for a Counseling Director to oversee data collection and analysis to lead timely program improvements, e.g. accurate tracking of ed plans. The recent approval of Maui CC's Reorganization included the recognition of a Counseling Department Director. Further exploration and funding is needed.
			Average rating of 3.60/4.00 on "My counselor assisted me in developing an educational plan that will help me realize my career goals."	Did not meet benchmark. Rating decreased from 2007-08 academic year (3.77/4.00).	

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INTELLECTUAL GROWTH (Cont.)	<ul style="list-style-type: none"> ■ Uses complex information from a variety of sources (e.g. program advising sheets, STAR, Maui CC catalog and schedule of classes) to make decisions. 	<ul style="list-style-type: none"> ■ Academic advising services 	<p>Average rating of 3.73/4.00 on "My counselor was knowledgeable about the courses required to meet my academic goals."</p> <p>The Counseling Department will develop an assessment tool to better assess the application of what students have learned from their counselors.</p>	<p>Exceeded benchmark. Rating decreased from 2007-08 academic year (3.82/4.00).</p>	<p>The Department will be piloting the Information Technology and Retrieval rubric developed by the campus assessment project during the Fall 2009 semester.</p> <p>The Counseling Department hypothesizes that the decrease in satisfaction ratings is a result of the increased number of students counselors are serving and the decreased amount of time spent per student leading to a lack of comprehensive services.</p> <p><u>Spring 2008</u></p> <ul style="list-style-type: none"> ■ served 1690 (65%) of enrolled students. <p><u>Spring 2009</u></p> <ul style="list-style-type: none"> ■ served 2539 (77%) of enrolled students with level funding.
			<p>MCC Counselor evaluation by students (N=732; rating scale 1-4 with 4=Strongly Agree).</p>	<p>Goal is benchmark rating of 3.70/4.00</p>	
			<p>Average rating of 3.64/4.00 on "I have learned more about courses and have a better understanding about my degree program."</p>	<p>Did not meet benchmark. Rating decreased from 2007-08 academic year (3.73/4.00).</p>	
			<p>Average rating of 3.68/4.00 on "I can now apply the information learned in this session to selecting courses and determining my academic progress."</p> <p>Average rating of 3.73/4.00 on "I am more confident about deciding on the next step in my educational plan."</p>	<p>Did not meet benchmark. Rating decreased from 2007-08 academic year (3.75/4.00).</p> <p>Exceeded benchmark. Rating decreased from 2007-08 academic year (3.75/4.00).</p>	

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INTELLECTUAL GROWTH (Cont.)	<ul style="list-style-type: none"> ■ Uses complex information from a variety of sources (e.g. program advising sheets, STAR, Maui CC catalog and schedule of classes) to make decisions. 	<ul style="list-style-type: none"> ■ Academic advising, career, and personal counseling services 	<p>In response to 2007-08 program review findings, focus groups were conducted May - October 2009 to further explore the 2007-08 CCSSE results related to academic advising (92.5% of CCSSE participants rated the <u>importance</u> of academic advising as "somewhat" or "very;" 57.8% of CCSSE participants rated the <u>frequency</u> of academic advising as "sometimes "or "often.") All groups were conducted with students who had utilized Counseling Department services.</p> <p>Attempts were made to meet with groups of students who had not used these services. The Department will utilize a different approach this next academic year to reach this group.</p>	<p>When asked what they have learned from their counselor, 34% reported that creating and learning how to use an educational plan was the most important thing they had learned. 17% reported the most valuable thing was learning about overcoming obstacles to their goals and the resources available to help them.</p> <p>When asked what the Counseling Department could improve to better help students to meet their goals the most common answers were:</p> <ul style="list-style-type: none"> ▪ More staffing (26%) ▪ Improved accessibility (26%) ▪ More upfront education on available resources (17%) 	<p>Will send out surveys to larger population of students to validate information provided by focus groups and to obtain feedback from students who the Counseling Department has not served.</p> <p><u>2009-10 Updates</u> In response to student feedback, implemented suggested improvements including: Increased Walk-In hours for liberal arts, culinary, and allied health students for Spring 2010 registration period. Walk-In Data 2008-09 2179 2009-10 1208* *From 8/1/09 - 12/7/09 Need funding for overtime for Department secretary and for two student assistants to support Department front desk operations.</p>

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INTELLECTUAL GROWTH (Cont.)	Uses complex information from a variety of sources (e.g. program advising sheets, STAR, MAUI CC catalog and schedule of classes) to make decisions.	<ul style="list-style-type: none"> 100% of the Maui CC STAR (online degree audit system) Academic Journeys will be available to students for viewing through their MyUH Portal. 	Percentage of STAR Academic Journey certificates and degrees available for use by students and advisors.	94% of Maui CC STAR Academic Journeys for Certificates of Competence, Certificates of Completion, Certificates of Achievement, Associate Degrees, and Bachelors degrees are "live". In addition, the new liberal arts degree has been built and is "live" to students.	Investigating adding additional early evening hours. Piloted Skype for counseling sessions. Develop additional methods of educating students about campus resources. Explore the possibility of adding peer advising. Need for an additional counselor to recruit, train, and coordinate student peer advisors.
	<ul style="list-style-type: none"> Employs critical thinking in problem solving. 	<ul style="list-style-type: none"> Academic advising, career, and personal counseling services 	MCC Counselor evaluation by students (N=732; rating scale 1-4 with 4=Strongly Agree).	Goal is benchmark rating of 3.70/4.00.	Counseling Department will continue to be responsible for building and maintaining the Maui CC STAR degree audit system in coordination with the campus Curriculum/Banner Office. STAR training for the Curriculum/Banner Office began in FY 09 and is ongoing to complete the remaining percentage of Academic Journeys. The Counseling Department hypothesizes that the decrease in satisfaction ratings is a result of the increased number of students counselors are serving and the decreased amount of time spent per student leading to a lack of comprehensive services. <u>Spring 2008</u> <ul style="list-style-type: none"> served 1690 (65%) of enrolled students. <u>Spring 2009</u> <ul style="list-style-type: none"> served 2539 (77%) of enrolled students.

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INTELLECTUAL GROWTH (Cont.)			<p>Average rating of 3.55/4.00 on "I am now aware of Informational resources (e.g. TLC, EOC, Financial Aid) that are available to me."</p> <p>Average rating of 3.76/4.00 on "My counselor is supportive and encourages me to make decisions that will lead to my success."</p> <p>Average rating of 3.64/4.00 on "My counselor suggests helpful alternatives when I am facing academic difficulties."</p>	<p>Did not meet benchmark. Decrease from rating 2007-08 academic year (3.69/4.00).</p> <p>Exceeded benchmark. Rating decreased from 2007-08 academic year (3.83/4.00).</p> <p>Did not meet benchmark. Rating decreased from 2007-08 academic year (3.79/4.00).</p>	
PERSONAL AND EDUCATIONAL GOALS	<ul style="list-style-type: none"> Meets educational goals(e.g. certificate, degree, transfer) 	<ul style="list-style-type: none"> Generate graduation applications; Student certificate and degree verification Evaluate student transcripts College transfer services, including maintaining a college transfer information center. 	<p>Maui CC Admissions & Records graduation data</p> <p>UH System Transfer Data (IRO)</p>	<p>100% of Maui CC certificates and degrees certified by counselors:</p> <ul style="list-style-type: none"> 531 Certificates of Competence 70 Certificates of Completion 127 Certificates of Achievement 261 Associates Degrees 15 Academic Subject Certificates 4 Bachelor's Degrees <p>This is an increase of 14.5% from the previous year.</p> <p>In Fall 2008, 147 Maui CC students transferred to a University of Hawai'i baccalaureate campuses.</p>	<p>Continue to collect and analyze, via SARS database, front-end student data regarding educational goals (e.g. degree attainment, transfer, life-long learning) to better understand the needs of our students and to develop services that address goals and needs.</p> <p>Research Maui CC student transfers to non-UH system institutions via National Clearinghouse. Explore availability of transfer data within UH system community colleges.</p>

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PERSONAL AND EDUCATIONAL GOALS (Cont.)		<p>College Transfer Fair planned and implemented annually to provide info to students with transfer goals. Also maintain a listserv notifying students of university representative visits to campus for appointments or group sessions.</p> <p>Annually update transfer information from UH system and private post-secondary institutions.</p> <p>A member of the Counseling Department serves on the University of Hawai'i system-wide Academic Advising and Transfer Network and on the HAP board.</p>		<p>The Counseling Department does not have transfer numbers for Spring 2009, as IRO does not report this information (numbers provided last year were obtain by special request).</p> <p>Transfer program advising and activity station provides information on 100% of University Center on Maui baccalaureate and graduate options. Resources are available on all UH system and other private campuses in Hawai'i.</p>	<p>Continue to assist in the articulation process by working closely with instructional faculty and university liaisons and to support counseling representation on articulation teams on campus (Strategic Plan Team on Articulation) and in the system (UH System Academic Advising and Transfer Network).</p> <p>Continue to represent Maui CC in UH system discussions regarding articulation, automatic admission, reverse transfer, and general education core.</p>
	<ul style="list-style-type: none"> ■ Uses personal and educational goals to guide decisions. 	<ul style="list-style-type: none"> ■ Transcript evaluation: Advanced Standing of prior non-Maui CC post secondary course work. 	<p>Number of official transcripts received and Advanced Standings completed by the Counseling Department and processed by Admissions and Records in FY09.</p>	<ul style="list-style-type: none"> ■ 626 transcripts received by Admissions and Records (Increase of 31% over FY 08 - 478) ■ 339 Advanced Standings were completed by the Counseling Department and inputted by Admissions & Records (Increase of 83% over FY 08 - 185). ■ 706 transfer students (increase of 98% over FY 08 - 356). ■ 575 returning students (Increase of 66% over FY 08 - 347). 	<p>To promote a seamless registration, improved educational planning, and a completed educational plan during the first semester for transfer students, the need for a Transcript Evaluator is indicated. Given the near doubling of transfer students entering Maui CC, the hiring of a Transcript Evaluator would positively impact recruitment numbers and improve the persistence of transfer students.</p>

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PERSONAL AND EDUCATIONAL GOALS (Cont.)	Uses personal and educational goals to guide decisions	Transcript evaluation: Advanced Standing of prior non-Maui CC post secondary coursework.	Student comments regarding transfer credits from student focus groups conducted between May - October 2009.	<p>"My process [admissions] was straightforward. It was hard to get my transcripts in and get them transferred."</p> <p>"I couldn't see my transfer credits but I did the paperwork...It makes me nervous to find out that I come to the end and find out I'm missing something."</p>	<p><u>2009-2010 Updates</u> As of 11/2009, 477 transcripts have been received by Admissions and Records. This is 68% of the total transcripts received in FY09. 408 returning students enrolled in Fall 2009. This is 71% of the total returning students in FY 09. It is estimated that counselors do triple the amount of transcript evaluations to facilitate students' pre-requisite overrides, etc.</p> <p>This is of particular importance now that Maui CC has moved to WASC Sr. Commission. According to their WASC Handbook of Accreditation, "institutions have a responsibility to make this distinction [acceptance of credit for admission purposes and the applicability of credit for degree purposes], and its implications, clear to students before they decide to enroll." Further, the Counseling Department recommends that the Transcript Evaluator position be housed under Admissions and Records.</p>

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PERSONAL AND EDUCATIONAL GOALS (Cont.)		Provide personal support counseling services to better help students meet their personal and educational goals.	Data collected by Personal Support Services Counselor.	<p>Served 28 students during the Fall 2008 semester. *Reasons students sought services include:</p> <p>58% for depression 58% for anxiety 46% for school related stress 42% for self-esteem issues 18% for issues related to homelessness 18% for issues related to alcohol and drug abuse</p> <p>18% for domestic violence 14% for severe mood and personality disorders</p> <p>Served 54 students during the Spring 2009 semester. This is a 93% increase from Fall 2008. *Reasons students sought services include: 57% for school related stress 44% for anxiety 35% for depression 26% for self-esteem issues 16% for severe mood and personality disorders 7% for issues related to homelessness 5% for issues related to alcohol and drug abuse</p> <p>5% for domestic violence * Many students came in for help with more than one problem, so percentages add up to more than 100%.</p>	<p><u>2009-2010 Updates</u> Fall 2009 (8/1/09-11/30/09) Served 96 students. This is a 342% increase from Fall 2008.</p>

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EQUITY AND ACCESS		■ Academic accommodations to students with disabilities.		Students registered with Disabilities Coordinator decreased by 23% FY 08 - served 187; FY 09 - served 164* *While the overall number for the academic year decreased, persistence increased leading to an increase in number served per semester (i.e. Spring 08 served 102 registered students; Spring 09 served 143 registered students - an increase of 29%).	2009-10 Update Currently serving 155 registered students during the Fall 2009 semester, an increase of 42% over Fall 2008.
			<p>Survey consisting of six questions emailed via Survey Monkey to all students registered with the Disabilities Office in FY 09 who had an email address on file (p=164; n=40 [24%]).</p> <p>Survey asked students to rate if services had improved, remained the same, or declined since registering with the Disabilities Services Office. Students were also asked to report which accommodations they were currently receiving.</p>	<p>The majority (70.4%) of students stated that services had improved in quality. Suggestions for improvement included:</p> <ul style="list-style-type: none"> ▪ More staff ▪ More academic monitoring ▪ Refining of note taking and alternative text accommodations 	<p>Implement students' suggested improvements in note taking and alternative text accommodations. Explore adding staff or dedicating counselor to solely providing disability services, to make consistent with other UHCC campuses' services as a stand-alone office. This would address the increasing needs of students with disabilities.</p>

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EQUITY AND ACCESS (Cont.)		Authored a Perkins grant to establish a UHCC system-wide alternative text clearinghouse to improve efficiency, production ,and delivery of curriculum to students with print disabilities.	Survey asked students to rate if services had improved, remained the same, or declined since registering with the Disabilities Services Office. Students were also asked to report which accommodations they were currently receiving.	Of the 74% of students who reported that services had improved in quality, 15% received the accommodation of alternative text. Comments specific to this area include: "The disability services has been improved by having an assistant to do other services on demand that the counselor cannot do on demand." "I currently receive audio books and other assistive technology help, those services were not available when I first registered with disability services."	Continue to gather data regarding students who receive alternative text accommodation - including retention, persistence, and satisfaction with services. The goal is to find a way to institutionalize the alternative text clearinghouse on a system level.
Contact with high school counselors to inform of current Maui CC programs, resources, and admission procedures.		■ High School Outreach; High School Counselors' Workshop	Survey Monkey sent out to participants following conclusion of workshop. Ten of thirty-two surveys were completed, for a response rate of 31%.	32 Maui County high school counselors attended the September 2009 workshop.	Continue to hold high school counselor workshops in conjunction with College Board meeting in fall semester. Per feedback from high school counselors, the Counseling Department will continue to focus on providing information on new programs and registration processes (e.g. New Student Orientation).

Table 2 - FORMATIVE COUNSELING DEPARTMENT STUDENT LEARNING OUTCOMES & PROGRAM GOALS					
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Contact with high school counselors to inform of current Maui CC programs, resources, and admission procedures. (Cont.)			<p>Six questions were asked: "How would you rate the format of the Maui CC workshop in between the College Board presentations?" (3 point likert scale with 1=poor and 3=excellent)</p> <p>"Will the handouts and resources in the packets help you?" (4 point likert scale with 1=somewhat useful and 4= definitely useful)</p> <p>"What was one thing you learned at today's workshop? (Open-ended)</p>	<p>Ten participants responded to the survey - 80% said they like the format of having the Maui CC workshop and College Board presentation on the same day.</p> <p>The majority (80%) of respondents found the handouts and resources they received in their packets to be "definitely useful" to them.</p> <p>The most common answer given was "information about your new programs" (70%)</p> <p>When asked about how to improve the workshop or if there was something additional participants would have liked at the workshop, most replied that no changes were needed (50%). Of the suggestions offered, there was not a consistent theme.</p>	
Collaborative campus effort to improve recruitment of prospective students.		<p>■ Provide pre-college information: Provide recruitment services to Maui County high schools and other related educational organizations, and to the general public, in coordination with other Student Affairs offices and instructional programs.</p>	<p>Number of prospective students reached.</p> <p>Number of newly enrolled high school and GED graduates.</p>	<p>Increase of 17% in prospective student contacts from FY 08 to FY 09.</p> <p>Increase of 2% in new Maui County high school graduates registered.</p>	Continue to coordinate visits to Maui County high schools, and other educational organizations (e.g. Hui Malama, Maui Community School for Adults, Horizons Academy), and participate in other recruitment-related events (e.g. MEO BEST, answering Maui CC Help Desk email, Maui County Fair) in coordination with other Student Affairs and instructional programs.

Table 2 - FORMATIVE COUNSELING DEPARTMENT STUDENT LEARNING OUTCOMES & PROGRAM GOALS					
Student Learning Outcomes (SLO) And/Or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity or Course	Assessment Tool(s) & Methods of Utilization	Analyzing Results As Relates to Objectives	Plan & Implementation
		<ul style="list-style-type: none"> High School Outreach; National and statewide recruiting, including HACAC and NACAC fairs. 	Number of prospective students contacts.	<p>6300 prospective student contacts. There was a 17% increase in the number of overall prospective student contacts (which included high school prospects). The follow up piece to these initial contacts was inconsistent, due to other departmental priorities such as registration, graduation activities, transcript evaluations, disabilities accommodations, and personal counseling.</p> <p>At the same time, the percentage of enrolled students that the Counseling Department served greatly increased.</p>	

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Student Learning Outcomes (SLO) And/Or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity or Course	Assessment Tool(s) & Methods of Utilization	Analyzing Results As Relates to Objectives	Plan & Implementation
Collaborative campus effort to improve recruitment of prospective students. (Cont)		Compare the retention and persistence rates at the 2008 Maui County high school graduates to the 2007 Maui County high school graduates (control group; no NSO) to assess if NSO is effective.	Maui CC enrollment data for high school graduates entering in the 2008=09 academic year who attended NSO was compared to Maui CC enrollment data for high school graduates who entered in the 2007-08 academic year before the establishment of NSO.	Maui County high school graduates who attended NSO prior to enrolling for Fall 2008 semester persisted at a rate of 64%. Maui County high school graduates who enrolled for the Fall 2007 semester persisted at a rate of 57%. The rate of persistence for the NSO group was improved by 7%.	Explore the possibility of adding peer advising. Need for an additional counselor to recruit, train, and coordinate student peer advisors.
		Counseling Department continued to dedicate time and resources to provide advising to students attending New Student Orientation (NSO). NSO is a cooperative effort of all Student Affairs offices and instructional faculty.	Survey was given to NSO participants at the conclusion of each session, 266 (66%) surveys were completed. Examine the following responses using 5-point Likert scale - strongly agree, agree, disagree, strongly agree, not applicable: "Based on your knowledge on the following services, which will help you succeed at Maui CC: ▪ EOC (Educational Opportunity Center) ▪ Financial Aid ▪ TLC (The Learning Center) ▪ Ka Lama Computer Center ▪ Ho'okahua Computer Center ▪ Library • Clubs • Ku'ina • Student Support Services Pai Ka Mana • Counseling Department Students were allowed to select multiple services.	73% (193) of the students chose Counseling Department as a service that would help them succeed - a 4% decrease from the 2007-08 NSO sessions. 100% (266) "strongly agreed" or "agreed" with this statement. Illustrative comments include: "The assistance given during class sign up was very informative." "I appreciate the help registering for classes."	In response to the large number of liberal arts majors, the Counseling Department revised academic advising services by developing separate advising presentations for liberal arts and Career Technical Education (CTE) majors at NSO sessions. Counseling will continue to improve the delivery of academic advising in coordination with the Retention Coordinator and other campus programs.
		Compare the retention and persistence rates at the 2008 Maui County high school graduates to the 2007 Maui County high school graduates (control group; no NSO) to assess if NSO is effective.			

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Collaborative campus effort to improve recruitment of prospective students. (Cont)		Counseling Department provides training and mentoring to faculty advisors in the Faculty Advising program.		Counseling Department provided 9 training sessions to faculty advisors in the 2008-09 academic year with an average of 12 participants per session.	Continue to provide training and mentoring to faculty advisors.