

## **2. COUNSELING DEPARTMENT**

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**Maui Community College**  
**Student Services – Counseling Department**

**Vision:**

Kilo Hōkū i ola koa i kai loa

*"Observe the stars in order to live in strength on distant shores"*

We search the stars and navigate the seas on a course of self discovery which clarifies our vision and enhances our purpose in life.

**Mission:**

The Maui Community College Counseling Department provides services that assist students to realize their educational goals

**Functional Statements:**

1. Provide academic and educational planning services.
2. Provide career and life planning services.
3. Conduct graduation and transcript evaluation services.
4. Conduct student success workshops and programs.
5. Provide personal counseling services.
6. Provide liaison and resource support for career and technical and liberal arts program and faculty.
7. Participate on campus and system wide committees to foster collaboration and partnerships.
8. Provide service to the community by serving on public and private committees, boards, and councils.
9. Serve as a resource person to the community upon request.
10. Participate in professional development activities.
11. Plan, supervise, and participate in daily activities related to individual needs assessment and project orientation.
12. Develop, implement, coordinate, review and modify program material and curriculum initiatives as outlines in grant proposals.

**Maui Community College  
Counseling Department – Counseling Leadership**

**Functional Statements:**

1. Serve on student services and campus wide committees as a representative of the Counseling Department.
2. Confer with counseling faculty to outline plans, develop service related activities, provide technical advice and assist in problem solving.
3. Compile, prepare, report and interpret data on student demographic, enrollment, retention and graduation.
4. Provide outreach and mentoring services to the half time vocational education counselor at the Molokai Educational Center.
5. Serve on system wide committees as a means of professional and self-development.

**Maui Community College  
Counseling Department  
Assessment Surveys**

<u>Number of Completed Surveys</u>	<u>FY04</u>	<u>FY05</u>
671	346	325
 <u>*Overall Counselor Evaluation Rating</u>		
	4.70	3.93*

**\*Revised Counseling Evaluation Form. The previous form was based on a scale of 1-5. The current rating is based on a scale of 1-4.**

Name (optional): \_\_\_\_\_

Date: \_\_\_\_\_

**Counselor Evaluation**

Thank you for taking the time to complete this evaluation. Your input will be used to improve counseling services at Maui Community College. Please check the box next to your counselor's name:

- ☐ Crystal Alberto    ☐ Maggie Bruck    ☐ Wini Chung    ☐ Herb Coyle  
☐ Mikahala Helm    ☐ Michele Katsutani    ☐ Shane Payba    ☐ Colleen Shishido

How many times have you seen this counselor for an individual appointment in this office?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ 10+    ☐ don't know

Reason(s) for seeking assistance today:

- ☐ Admission/Readmission    ☐ Change major    ☐ College transfer information  
☐ Drop/withdrawal    ☐ Educational plan    ☐ Financial aid/scholarship  
☐ Graduation application    ☐ Personal counseling    ☐ Program requirements  
☐ Registration information    ☐ Transcript evaluation    ☐ Other: \_\_\_\_\_

Please evaluate the following statements and select the response that best reflects your opinion. Please answer ONLY THOSE that were relevant to your advising session. For issues that were not discussed, please check No Opinion/Not Applicable.

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
1. I am now aware of informational resources (e.g. The Learning Center, Educational Opportunity Center, Financial Aid) that are available to me.					
2. I have learned more about courses and have a better understanding about my degree program.					
3. I can now apply the information learned in this session to selecting courses and determining my academic progress.					
4. My counselor assisted me in developing an educational plan that will help me realize career goals.					
5. I am more confident about deciding on the next step in my educational plan.					
6. I was satisfied with how the advisor handled my questions.					
7. My counselor is supportive and encourages me to make decisions that will lead to my success.					
8. My counselor suggests helpful alternatives when I am facing academic difficulties.					
9. My counselor was knowledgeable about the courses required to meet my academic goals.					
10. It was easy to talk with my counselor.					

	Excellent	Good	Average	Fair	Poor
My overall evaluation of this advisor is:					

We encourage and welcome your comments. Please provide any additional comments. You can use the back of this form. Mahalo!

Comments: \_\_\_\_\_

**Maui Community College  
Student Services – Counseling Department  
Quantifiable Data**

<u>FY 04</u>	<u>FY 05</u>
* 21,573	* 27,495

\* The data includes: individual appointments, group advising, telephone advising and responding to email inquiries.

**Detailed Summary  
Quantifiable Data**

<u>Category</u>	<u>FY 04</u>	<u>FY05</u>
Individual Appointments	5,275	5,707
Group Advising	929	1,454
Email Advising	12,188	17,047 Δ
Telephone Advising	<u>3,181</u>	<u>3,287</u>
	*21,573	*27,495

Δ Both, individual email messages as well as those on list-serve.

\* This data includes: pre enrolled advising as well as ongoing, transfer and educational planning assistance.

**Detailed Summary  
Individual Appointments**

<u>Category</u>	<u>FY 04</u>	<u>FY 05</u>
Academic Advising	4,215	4,278
F.A. Educational Plans	754	865
Advance Standings	<u>306</u>	<u>564</u>
	5,275	5,707

**Maui Community College  
Student Services – Counseling Department  
Quantifiable Data**

**College, System & Community Service**

**FY 04**

**FY 05**

\* 686

\* 693

\* This data includes: department meetings, unit chair meetings, curriculum, UHPA, unit liaison meetings, personnel screening committee meetings, academic senate and other campus, system and community meetings.

**Maui Community College  
Counseling Department  
Assessment Reviews, Improvements and Modifications Implemented,  
Assessment of Improvements and Modifications**

Assessments and modifications to services and functions of the Maui Community College Counseling Department for FY 2004 was based on weekly department meetings and annual retreat.

For FY 2005, the Department began work on reviewing the Council for the Advancement of Standards in Higher Education as a means of self-reflection, followed by the Department conducting a self-study and eventually working toward incorporating its findings into the next accreditation report to the Accrediting Commission for Community and Junior Colleges.