

2. COUNSELING DEPARTMENT

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

Vision:

Kilo Hōkū i ola koa i kai loa

"Searching the stars in order to live long in strength in distant shores"

Mission:

The Maui Community College Counseling Department empowers students from our diverse community to make their educational dreams a reality through a variety of services, from traditional to technological, so that they can enhance the health of their communities.

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 programs and faculty.
7. Participate on campus and system wide committees to foster collaboration and partnerships.
8. Provide service to the community by 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 outlined 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 Education Center.

**Maui Community College
Counseling Department
Assessment Surveys**

<u>Number of Completed Surveys</u>	<u>FY 02</u>	<u>FY 03</u>
796	0	796
<u>* Overall Counselor Evaluation Rating</u>		
4.90	—	4.90

* Based on a scale of 1 – 5. Please see the attached sample of the advisor evaluation form.

name (Optional) _____

Maui Community College ♦ Advisor Evaluation Form

Academic Advisor (choose one):

☐ Maggie Bruck

☐ Wini Chung

☐ Lisa Correa

☐ Herb Coyle

☐ Mikahala Helin

☐ Lui Hokoana

☐ Michele Katsutani

☐ Colleen Shishido

Approximate number of contacts with this advisor: _____

KEY: 5 = Strongly agree, 4 = Agree, 3 = Uncertain, 2 = Disagree, 1 = Strongly Disagree

N/O = No Opinion (If you have no opinion or feel you do not have adequate knowledge to make a judgment, record "N/O" in the space provided.)

- _____ 1. **RAPPORT.** My Maui Community College advisor makes me feel comfortable and free to express my ideas and feelings.
- _____ 2. **CONCERN FOR STUDENTS.** My advisor demonstrates genuine interest in me and considers my ideas and needs when advising me.
- _____ 3. **COMMUNICATION SKILLS.** My advisor speaks audibly, clearly, and with confidence.
- _____ 4. **HELPFULNESS.** My advisor is helpful when I experience some academic and/or personal difficulties.
- _____ 5. **OPENNESS.** My advisor appreciates philosophical differences and diversity of thoughts and engage in a healthy exchange of ideas and opinions with me.
- _____ 6. **PREPARATION AND ORGANIZATION.** My advisor is well-prepared and organized for each advising session.
- _____ 7. **KNOWLEDGE OF CERTIFICATES.** My advisor is knowledgeable of the program.
- _____ 8. **ACCURACY OF INFORMATION.** My advisor provides me with accurate information that is consistent with established policies, programs, and/or procedures.
- _____ 9. **CLARITY OF COMMUNICATION.** My advisor is able to explain academic policies, procedures, and academic requirements so that I understand them.

KEY: 5 = Excellent, 4 = Good, 3 = Fair, 2 = Poor, 1 = Very Poor, N/O = No Opinion

- _____ 10. **ADVISING CONTENT EVALUATION.** My overall evaluation of the academic advising that I have received from my advisor is _____.
- _____ 11. **OVERALL ADVISOR EVALUATION.** My overall evaluation of my advisor is _____.

WRITTEN COMMENTS - (Please use the back side of this page for additional comments.)

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

FY 02

FY 03

*** 7,765**

*** 8,554**

*** The data includes: individual appointments, group advising, telephone advising and email advising.**

**Detailed Summary
Quantifiable Data**

<u>Category</u>	<u>FY 02</u>	<u>FY 03</u>
Individual Appointments	4,832	3,593
Group Advising	399	549
Email Advising	2,114	2,737
Telephone Advising	<u>420</u>	<u>1,675</u>
	* 7,765	* 8,554

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

**Detailed Summary
Individual Appointments**

<u>Category</u>	<u>FY 02</u>	<u>FY 03</u>
Academic Advising	4,072	2,736
F.A. Educational Plans	648	694
Advance Standings	<u>112</u>	<u>163</u>
	4,832	3,593

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

College System & Community Service

FY 02

FY 03

*** 538**

*** 579**

*** This data includes: department meetings, unit chair meetings, curriculum, special projects, UHPA, unit liaison meetings, campus committee meetings and general student services meetings.**

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

Assessments and modifications to the services and functions of the Maui Community College Counseling Department are based on:

- Weekly department meetings.
- Annual retreat to review the department's mission, goals, objectives and activities.

As a result of the weekly department meetings and annual retreat the following has been accomplished:

- Revised vision and mission statements.
- Revised intake form.
- Implementation of systematic counselor evaluation form in FY 02.
- Change in individual counseling schedule from walk in to appointment only.
- Implementation of a revolving literature rack and workstation so students may independently review program materials.
- Transfer information sessions.