

3. EDUCATIONAL OPPORTUNITY CENTER

MAUI COMMUNITY COLLEGE
STUDENT SERVICES – EDUCATIONAL OPPORTUNITY CENTER

MISSION STATEMENT:

The mission of the Educational Opportunity Center at Maui Community College is to provide comprehensive college admissions services to Maui County adults and high school students so that each student feels empowered to enter college with minimum obstacles and barriers.

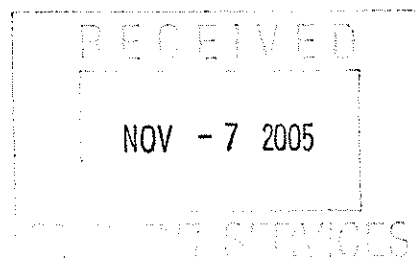
FUNCTIONAL STATEMENTS:

The EDUCATIONAL OPPORTUNITY CENTER (E.O.C.) program is authorized under Title IV of the Educational Amendments of 1972 to provide information, counseling and application assistance to adults who want to enter or continue a program of post-secondary education (ie college program).

The ultimate goal of EOC programs is to increase the number of adult participants who enroll in post-secondary education institutions, with particular emphasis on those adults* whose parents did not obtain a college degree (ie 'first-generation college students') and who come from low income families. (By federal definition, these are families who earned less than 150% of the poverty level guideline).

The EOC project performs a host of services, including:

1. One-to-one counseling and application assistance.
2. Small group presentations:
 - Overview of EOC services to agency administrators and counselors
 - Career exploration and/or scholarship workshops to small groups of potential students on or off-campus (including state agencies)
3. Large public workshops for Financial Aid information and application assistance
4. Participation in community events, including the Hawaii Career and College Fair, the Maui County Fair and shopping mall booths.
5. Periodic visitations to outlying communities - especially Hana and Lanai
Regular outreach visits (weekly/monthly) to various locations, including:
 - Local high schools
 - Ka Hale A Ke Ola (Homeless Resource Center)
 - Aloha House (Substance Abuse Center)
 - MCCC (Maui County Correctional Center)
 - Maui Adult Education
 - State Employment Office
7. As-needed outreach visits to other community and state agencies, including:
 - Alu Like
 - Department of Vocational Rehabilitation
 - Veterans Services
 - Hawaii Job Corps
 - MEO Headstart
 - Hui Malama Learning Center



QUANTIFIABLE DATA

OBJECTIVES	F04	F05
1. Serve at least 1500 participants each year; at least two-thirds must be BOTH low income and first-generation college students	Total 1512 LI & FG: 1061 (70%)	Total 1514 LI & FG: 1014 (67%)
2. All our participants will receive educational information	100%	100%
3. a. 70% of college-ready participants shall receive college admissions and/or application assistance b. 50% of college-ready participants shall enroll in post-secondary institutions.	College-ready: 809 a. College App: 762 (94%) b. College Adm: 458 (57%)	College-ready: 781 a. College App: 752 (96%) b. College Adm: 500 (64%)
4 75% of college-ready participants shall receive financial aid information and/or application assistance	665 (82%)	596 (76%)

EOC ASSESSMENTS AND MODIFICATIONS

EOC assessment is based upon:

1. Periodic assessment of progress towards meeting program objectives through ad hoc data tallies – after 6 months, 9 months, 10 months and then weekly until the end of the Project Year
2. Regular staff feedback from weekly meetings
3. Participant Evaluation forms
4. In-depth examination of above feedback at annual staff ‘retreat’

As a result of these assessments, programmatic changes are discussed at the Annual Staff Retreat and then implemented during the ensuing year. This year’s changes included:

- Re-evaluating and modifying outreach sites and times to meet the changing needs of our client base
- Revising our client intake forms to reflect the changing Annual Performance Reports as well as additional compliance data including ‘educational benefits’
- Increasing and upgrading our client computer stations for college, career and financial aid searches and applications
- Updating and developing new resources for information dissemination – newsletter, flyers, brochures etc with updated financial aid and MCC program information
- Revising the budget to reflect the escalating costs versus the stagnant federal funding – ie cutting back on travel, student assistants, non-emergency supplies etc. (For the next grant cycle, the half-time Counseling Coordinator position must also be cut as a result of level federal funding over the past several years, coupled with modest collective bargaining salary increase and rising fringe-benefit costs)
- Asking prospective participants who are ‘dependent’ students to bring in parents’ income data to the initial appointment
- A Likert rating scale for staff self-assessment as well as peer assessment
- The introduction of periodic EOC participant ‘panels’ to assess project services and suggested improvements for service delivery.
- Changing of wording on EOC evaluation form to specifically elicit ‘suggestions for improvement’ rather than simply ‘comments’ (after receiving 100% positive feedback with no constructive feedback).