

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	F06	F07
1. Serve at least 1500 participants each year; at least two-thirds must be BOTH low income and first-generation college students	Total 1250 LI & FG: 852 (68%)	Total 1588 LI & FG: 1065 (67%)
2. 70% of college-ready participants shall receive college application assistance	[College-ready: 621] College Apply: 549 (88%)	[College-ready: 768] College Apply: 564 (73%)
3. 50% of college-ready participants shall enroll in postsecondary institutions	College Enroll: 327 (53%)	College Enroll: 460 (60%)
4. 75% of college-ready participants shall receive financial aid application assistance	Finaid apply: 588 (95%)	646 (84%)
OTHER STATISTICAL DATA:		
Continuing Students	362	429
Postsecondary drop-out	203	275
Potential transfer students	8	49
Total Re-enrolled	117	188
<u>Ethnicity:</u> Hawaiian/Pacific Islander: Hawaiian Pacific Islander Asian Filipino Japanese Other Caucasian Hispanic Mixed ethnic Other	466 (37%) 286(23%) 302 (24%) 29 (2%) 142 (11%) 167 (13%)	528 (33%) 83 (5%) 245 (15%) 66 (4%) 37 (2%) 342 (22%) 51 (3%) 204 (13%) 236 (15%)

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
- Transitioning our database software to a web-based database, run by a current TRIO Educational Opportunity Center program.
- Continuing to invite MCC campus programs to weekly meetings to update staff on latest academic information and campus policies
- 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 new grant cycle, the half-time Counseling Coordinator position has been 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
- Working with MCC Student Services personnel to enhance MCC recruitment effort. EOC will act in a supportive role providing college and financial aid application assistance.
- Institutionalizing weekly Monday staff meetings as well as monthly Polycom meetings (first Tuesday of the month) to include Molokai Advisor in discussions and focus on Molokai needs and updates.
- Coordinating scholarship binder (Loke) to include all incoming scholarships – pre-screened by EOC as applicable to at least a portion of the local population – filed both by month of deadline (initially) and ultimately also by categories (ethnic, major etc)
- Discussing the consequences of underfunding as a result of five consecutive years of level-funding. Seeking assistance from MCC RTRF funds.
- Congratulating staff on vigilance and diligence in working on pace to reach and exceed target goals for this year despite reduced staff hours.

EOC STUDENT LEARNING OUTCOMES

EOC Mission and Goals (excerpt from Manual)

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Student Learning Outcomes:

Intellectual Growth

Independence and self-reliance

Career Choices

Educational Goals

Ability to access a college education

Relevant Services (based on each participants Participant Evaluation Plan [PEP]):

- Local career information:
Students will learn how to assess and explore career options using Career Kokua.
software or other web-based resources.
- Educational advising
Students will set educational goals based upon career choices.
- College Application Assistance

Students will understand the college application process.

Students will successfully complete MCC or other college application – either written or on-line.

- Financial Aid Application Assistance

- Students will understand the federal financial aid process.

Students will apply for federal financial aid assistance.

Students will learn how to locate and apply for scholarships.

Students will complete a personal statement.

- Placement Test Preparation

Students will understand the Placement Test process at MCC

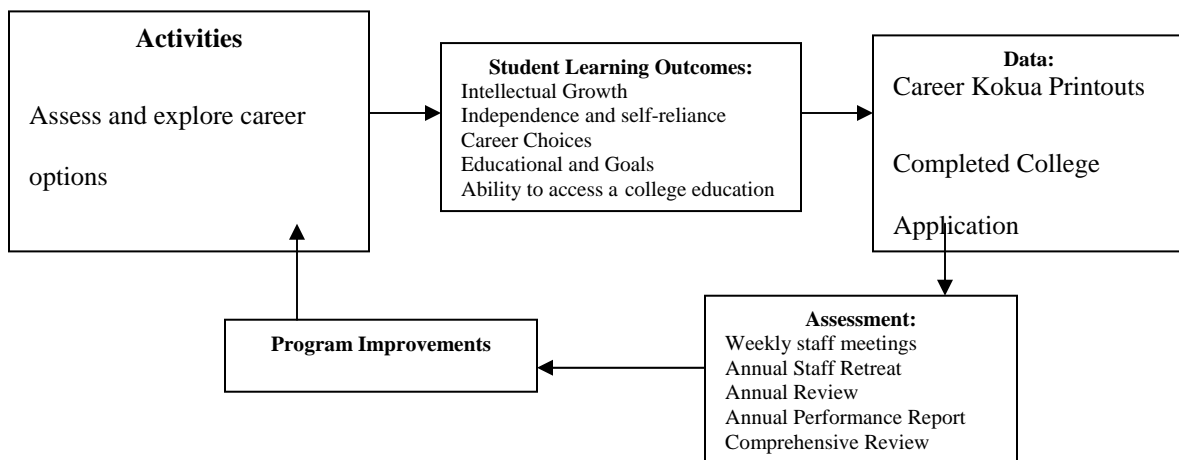
Students will practice sample Placement Tests

- Basic Math & English Tutoring

Students will understand class assignments.

Mapping:

The EOC has mapped the flow of services from both the advisors' and the participants' perspective. (on file). It would be relatively simple to 'map' the above activities into an assessment loop flowchart as follows:



Assessment:

Until now, EOC assessment has not been based upon SLOs but rather upon approved funded grant objectives (per USED) as follows:

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.
5. Regular staff feedback from weekly meetings.
6. Participant Evaluation forms.
7. In-depth examination of above feedback at annual staff ‘retreat’.

In the light of the effort to incorporate SLOs into all Student Services programs, the EOC will make the following adjustments to assessment data collection:

1. Modify the PEP form to ensure that CAREER and EDUCATIONAL GOALS are clearly stated and that all SLOs are documented.
2. Keep copies of Career Kokua printouts.
3. Educate staff to maintain appropriate SLO-related data for all participants re above-mentioned SLOs.

Program Improvements (over past few assessment reviews) include:

- 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
- 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
- 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
- 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).
- Create tutoring component to cover Placement Test prep plus Basic Math and English
- Fashion Tutoring Center with additional computers to house above (3 computers for participant usage – both financial aid, educational research and tutoring) Tutoring can also be done in Advisor’s offices.