

# UHCC December 2009 Coversheet – Annual Student Services Program Review

**College:** Maui Community College

**College Mission Statement (or provide link):** Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners. <http://maui.hawaii.edu/about/mission.html>

**Program Mission Statement (or provide link):** The mission of Student Affairs is to identify, plan, develop, evaluate and modify comprehensive and systematic strategies and services that will enable students: to access MCC; to successfully complete educational goals; to make the transition to further education or employment; to encourage the development of skills for life-long learning and decision making.

**Sub Programs Mission, Purpose and Goals Statement (or provide link):**

**Admissions & Records:** The mission of the Admissions & Records Office is to provide quality access and records related services to prospective and enrolled students in an environment conducive to students learning and development.

**Counseling & Academic Advising:** The Counseling Department provides services that assist students to realize their educational goals.

**Financial Aid:** The mission of the Financial Aid Office is to assist students in accessing higher education by minimizing economic barriers and by promoting financial literacy.

**Student Life:** The mission of the Student Life Office is to create learning opportunities by providing co-curricular programs to foster student education and enhance the overall educational experience of students. It is learning that happens outside of the classroom. Involvement in programs and activities from Student Life develops students' leadership skills, teamwork abilities, time management and many other skills.

**TRIO Educational Opportunity Center:** The mission of the TRIO Educational Opportunity Center (EOC) 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.

**TRIO Student Support Services:** The mission of the TRIO Student Support Services Program (SSSP) is to increase college retention, graduation, and transfer rates in low-income, first generation, and disabled SSSP program participants.

**TRIO Upward Bound:** The mission of the TRIO Upward Bound program is to increase the rates at which academically challenged low-income, first generation Maui County participants enroll in and graduate from institutions of postsecondary education.

**WIA Year Round Youth Services (Ku'ina):** The mission of Ku'ina is to encourage and facilitate the successful transition of youth, identified by the Workforce Investment Act (WIA) Year Round Services guidelines, to independence and self-sufficiency; be it through the achievement of a high school diploma/equivalency, enrollment in post-secondary education or other advanced training; unsubsidized employment; or military enlistment.

## OVERALL PROGRAM HEALTH (Check one)

| <i>Healthy</i> | <i>Cautionary</i> | <i>Unhealthy</i> |
|----------------|-------------------|------------------|
| X              |                   |                  |

**Part III. Assessment Results established benchmarks.**

1. Considerably more women (65%) attend than men, suggesting need to examine recruitment strategies of males.
2. Considerably higher percent Hawaiian/Part and Filipino compared to County population, reflecting success of minority recruitment and retention programs.
3. Non-resident proportion hasn't grown likely due to the beginning downturn in the economy. However, non-resident enrollment is expected to grow eventually due to greater access to baccalaureate and selected CTE programs as well as due to the completion of the private 400-bed student housing facility.
4. Annual headcount increased over three-year period primarily due to enhanced outreach efforts and the beginning of the economic downturn in AY 2008-2009.
5. Financial aid recipients are at a 35.24% and reflect a need for additional staffing and strategies. (Staffing is has been requested for short-term ARRA funding and long-term Biennium Budget support.)
6. Counseling and other Student Affairs staff have had a positive impact on students, with 72.13% CCSSE sample reporting counselors helped them; and the overall benchmark score on Support for Learners was about the 90%ile compared to the full CCSSE national sample.

**Part IV. Analysis of Program:** Recruitment, persistence, and retention continue to be major issues affecting Student Support Services. Completion of the new, private 400-bed student housing facility will eventually alter the resident-to-commuter student ratio and expand the need for stronger student life, as well as student and academic support services, during nights and weekends, including expanded financial aid and transcript evaluation services. Student Housing (previously listed as a subprogram) closed as the end of the Fall 2008 semester due to the availability of the private, 400-bed student housing facility. Students currently residing at the MCC student housing facility relocated to the new facility with no increase in their housing rate until they have finished their time at MCC.

**Part V. Plans for Improvement:**

1. Expand recruitment effort locally, nationally, and internationally.
2. Develop a comprehensive enrollment management system to track and support the continuum from potential students to alumni.
3. Integrate student advising by faculty into the educational management project that will result in reaching every student every semester.
4. Strengthen and expand mandatory new student orientation program.

**Part VI. Budget Implications**

1. MCC Biennium Budget PCR includes a 1.00 FTE Financial Aid Outreach position and 1.00 FTE First Year Experience Coordinator to strengthen outreach and retention initiatives.
2. Seek external funding for additional Student Life staffing and programming.
3. Expand US mainland recruiting initiatives beyond the West Coast and international marketing by developing relationships with agents and colleges.

**Posted to College website at:**

[http://maui.hawaii.edu/faculty/program\\_review.html](http://maui.hawaii.edu/faculty/program_review.html)