

## UHCC December 2007 Coversheet – Annual Student Support 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 Services 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.

**Student Housing:** The mission of the Student Housing program is to provide residential facilities, management services and educational programs designed to maximize students' educational goals. In addition, Student Housing provides a living-learning environment that promotes academic success by offering programs and services that are grounded in human development and student development theory.

**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.

<b>OVERALL PROGRAM HEALTH (Check one)</b>		
<i>Healthy</i>	<i>Cautionary</i>	<i>Unhealthy</i>
X		

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

1. Considerably more women (66.6%) 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 is expected to increase, with completion of 400-bed housing complex.
4. Enrollment has declined, due likely to high employment rate.
5. Financial aid recipients are low at 29.40% and reflect a need for additional staffing and strategies. (Staffing is

benchmarked at 17%ile and 27%ile compared to UHCC and national comparisons, respectively).

6. Counseling & Advising is considerably under-staffed compared to UHCC benchmark (10%ile).
7. Despite shortage of counseling staff, counselors 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 and retention continue to be major issues affecting Student Support Services. Anticipated completion of the new, private 400-bed student housing facility will 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.

**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.

**Part VI. Budget Implications**

1. Seek funding in the Biennium for a 1.00 FTE Financial Aid position and 1.00 FTE Transcript Evaluator/STAR Coordinator.
2. Seek other funding for additional Student Life staffing and programming as well as for mental health counseling services.
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)