Comprehensive Program Review

Financial Aid

The Financial Aid Office underwent a comprehensive program review in AY 2007. The program review team appointed to review the Financial Aid Office consisted of:

- Suzette Robinson, Interim Vice Chancellor of Academic Affairs
- Paula Purdy, Financial Aid Officer of Kamehameha Schools on Maui and former Financial Aid Officer of Maui CC.
- Wini Chung, Title III Ulu A’e Counselor
- Chris Taylor, Student, ASMCC Senator

The Financial Aid Self-Study focused on the CAS Standards for Financial Aid Programs. The self-study was organized into 13 components that included mission; program (including student learning outcomes); leadership; organization and management; human resources; financial resources; facilities, technology, and equipment; legal responsibilities; equity and access; campus and external relations; diversity; ethics; and assessment and evaluation.

Between FY 2002 and FY 2006, there have been significant increases in the following areas except for student employees and payroll:

<table>
<thead>
<tr>
<th></th>
<th>FY 2002</th>
<th>FY 2006</th>
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<tbody>
<tr>
<td>Financial Aid Applications</td>
<td>1,560</td>
<td>2,111</td>
</tr>
<tr>
<td>Financial Aid Recipients (Undup.)</td>
<td>648</td>
<td>813</td>
</tr>
<tr>
<td>Dollar Value of Fin. Aid Awards</td>
<td>$2,042,856.75</td>
<td>$3,527,768.00</td>
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<tr>
<td>UHF Scholarship Recipients</td>
<td>44</td>
<td>150</td>
</tr>
<tr>
<td>UHF Scholarship Dollar Value</td>
<td>$33,750.00</td>
<td>$106,218.00</td>
</tr>
<tr>
<td>Student Employees</td>
<td>200</td>
<td>145</td>
</tr>
<tr>
<td>Student Employees Payroll</td>
<td>$444,230.22</td>
<td>$384,169.96</td>
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</tbody>
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Several new initiatives implemented by Financial Aid include:
• Coordinating Student Retention Workshop sponsored by USAF for faculty staff. Workshop was done via Skybridge to allow faculty/staff from outreach centers for participate.
• Appearing on Lau‘ulu TV program to promote financial aid resources and ways to access them.
• Organize surveys and focus group discussions to gather anonymous student feedback to services provided and suggestions for improvement.
• Sent out tracking and award letters via email utilizing banner infrastructure.
• Send out post cards in January reminding students to apply early for financial aid.
• External support:
  • $64,954 Gear Up funds to provide additional outreach access support to Molokai and Lanai students
  • $39,174 Ho’okama to implement strategies to reduce default rates
• Worked with EOC to design single UHF Scholarship application that can apply to multiple scholarships. Made scholarship application available via Financial Aid and EOC websites. Created new booklet in PDF format that listed scholarships in alpha order and categories for more clarity.
• To improve efficiency, initiated earlier processing of tracking and award letters from May to April.

Currently, there are four (4) APT’s assigned to the Financial Aid Office. While the current staffing is adequate (based on NASFAA guidelines of numbers served and dollars awarded), it is anticipated that the workload will significantly increase as a result of enrollment increases due to enhanced marketing efforts, availability of the new 400 bed student housing facility, and the prospect of additional two and four year degrees.

The program review team developed recommendations on multiple levels; overall recommendations, financial aid office recommendations, and campus recommendations as well as recommendations that the Financial Aid Office concentrates on for the upcoming year.

Overall, I agree with the Program Review Team’s commendation that the Financial Aid self-study was a very good initial effort at a comprehensive program review. Furthermore, I concur with the recommendations of the Program Review Team. In particular, I would recommend that:

• The Financial Aid Office identifies two or three SLO’s that can be assessed, evaluated, and utilized for the improvement of financial aid services to the college and community.
• Continue to develop and implement strategies to assist the campus dramatically increase its recruitment, access, retention, and completion goals.
• As recommended by the Program Review Team, take an active role in campus leadership groups such as the Academic Senate and Strategic Planning teams to raise the campus awareness of financial aid initiatives and strengthen the understanding of the Financial Aid office and its benefit to our students and campus.
• As recommended by the Program Review Team, submit a request for an additional position in the next biennium budget process.

Admissions & Records

In April 2006, the Program Review Team of Robyn Klein, Michele Katsutani, and David Grooms reported that while the Admissions and Records self-study contained general discussion of the CAS standards and its application to Admissions & Records, there was very little detailed information and discussion that included data, assessment, and the utilization of assessment to make programmatic improvements and meet student learning outcomes. The recommendation of the Program Review Team, which I concurred with, was to have the Admissions & Records Office develop a comprehensive self-study in accordance with the CAS standards.

A memorandum, dated August 30, 2006, was sent and discussed with Registrar Steve Kameda regarding the recommendation for self-study with a deadline of November 30, 2006. No self-study was submitted by November 30, 2006. However, Registrar Kameda indicated several times that he was working on a self-study. On April 23, 2007, another memorandum was sent to Registrar Kameda with a self-study deadline of May 31, 2007.

On May 31, 2007, Registrar Kameda emailed me his self-study. A program review team will be reconvened to assess the self-study and develop recommendations.

Annual Program Reviews

All other Student Services units submitted annual program reviews. Annual program reviews consist of a mission statement, functional statements, quantifiable data related to program functions, assessment initiatives and results, initiatives and modifications made to improve services based on assessments, and updates on previous program review recommendations.

Counseling

For Counseling, the annual program review indicated an increase in the number (duplicate) of student contacts from 27,495 in FY 2005 to 32,928 in FY 2006. The dramatic increase came in the student use of email to contact their counselor. Electronic advising via e-mail contacts rose from 17,047 in FY 2005 to 24,028 in FY 2006.
In previous years, the use of developing long-term educational plans was primarily for financial aid students. In FY 2006, the counseling department expanded the emphasis to include students with a goal to graduate, transfer, and/or other goal completion. As such, there were increases in the number of educational plan development (from 865 in FY 2005 to 1923 in FY 2006) as well as increases for advanced standings/transcript evaluations/graduation applications (from 564 in FY 2005 to 690 in FY 2006). In implementing educational plans, counselors utilized electronic advising via the STAR Academic Journey advising sessions for continuing students and group advising for new, returning, and transfer students. Furthermore, the development of long term educational planning reduced the need for students to be dependent on academic advising each semester (from 4,278 in FY 2005 to 1,657 in FY 2006). Also contributing to this reduction was the loss of two counselors; one to retirement and the other to transitioning to another program.

As a follow-up to the comprehensive program review, the College developed a biennium budget proposal for three tenure track general funded positions that would allow for the institutionalization of three federally funded positions. The biennium budget proposal also included a request for two clerks; one for Counseling and the other for Admissions & Records. This proposal was approved and funded by the 2007 Legislature.

**Student Life & Student Housing**

As a follow-up to the comprehensive review for Student Housing and Student Life, biennium budget proposals were submitted for a Housing Coordinator and a Student Life Programmer. The Housing Coordinator proposal was part of the College’s submittal to the UH system but it did not survive the review of the UH system biennium budget committee. This proposal will be reviewed and assessed for future consideration. Student Housing has developed an equipment list proposal for submittal in the next Supplemental Budget request. These would be mainly furniture for the Hale Haumana lounge and for the student apartments. The Student Life Programmer proposal was listed as a position that may be funded via additional income generated by tuition and fees in future semesters.

Both Student Life and Student Housing collect quantifiable data that, generally, indicates increases in student life activities on campus and at Hale Haumana. However, future program reviews for both of these areas will focus more on refining of SLO’s and assessments that lead to improved programs and services.
Data Dialog on Retention ENGN 1 to ENG 19
What are the findings? What to do?

ENGN 1 Retention to ENG 19

Percent ENGN 1 Students - F05, Sp06, F06 (n=79)

ENG 19 Grade for Students Passing ENGN 1