

**University of Hawai'i West O'ahu Student Affairs**  
**WASC Accreditation Overview**  
**June 30, 2014**

**UHWO Student Affairs Mission Statement – October 2013**

The UHWO Student Affairs division is committed to providing access to and ensuring completion of quality higher education to all residents throughout the state of Hawai'i. The Student Affairs division will offer comprehensive support programs and services to students to help them successfully apply for, select and complete their college degrees. The college's close proximity to the largest Native Hawaiian and Pacific Islander population in the state obligates the Student Affairs division to develop innovative and proven services that will increase access and guarantee success of Hawaiian, Filipino, Pacific Islander and other underserved student populations. We are committed to providing these services from a student centered perspective and will conduct regular assessment and analysis of these services and programs to measure efficacy in reaching our goal.

**Overview**

The Student Affairs division is comprised of eight departments – Counseling and Advising, Admissions, Records, Financial Aid, First Year Experience, Title III, Student Life, and the Noe'au Center (Tutoring Center). Lui K. Hokoana, the Vice Chancellor of Student Affairs, leads the division.

The counseling and advising department provides academic advising, career counseling, mental health counseling, and coordinates disability accommodations. Counseling and advising director – Leslie Opulauoho, leads this department. The department has five academic advisors – two permanent positions and three temporary positions. These temporary positions will be converted to permanent positions in August 2014. The academic advisors are generalists and serve all students across different majors. In addition, each serves as a liaison to an academic unit. The department also has a Career Counselor and a Psychologist. The Career Counselor provides career assessment and assists with the coordinating of career related events. The Psychologist conducts mental health assessment and prescribes disability accommodations as necessary.

The Student Life department is responsible for creating a vibrant and engaging student environment. Student Life is managed by the Counseling and Advising director and led by Rouel Velasco whose position is funded with student fees. In fall 2013 UHWO added six activity fees to expand student activities and services on campus. The fees provide student life activities, student publications, transportation, health services, technology services, and student governance. An Intramural coordinator will be hired in August 2014 to increase student activities on campus.

Jim Cromwell, the Enrollment Manager, manages admissions, Records, and Financial Aid. The admissions department conducts all outreach activities for the college and processes all UHWO admission applications. There are three-outreach specialists in Admissions – two permanently funded and one funded via special funds. In addition, the department has two admissions specialists. The temporary positions will be converted to permanent positions in August 2014. Admissions has also led the university's initiative to go paperless by utilizing the Nolij software product. Successful Nolij testing and implementation has been completed and will be expanded to include the financial aid department

The financial aid department provides financial aid outreach, awarding and processing of financial aid, and managing the university's Federal Work Study Program (FWS). Financial aid applications received, and awards made to students, continues to grow significantly. The Financial aid department has a permanently funded director and assistant director. The Federal Work Study coordinator is funded with special funds. The FWS position will be permanently funded in August 2014.

The records department oversees and manages all academic records at UHWO. The records department is responsible for transcript evaluations, Veterans' certifications, and maintaining degree requirements in STAR – a student-advising tool. The department is led by a permanent registrar and supported by two assistants supported by special funds. In August 2014 the two special funded positions will be converted to permanently funded positions.

The Title III program supports the Kealaikahiki Native Hawaiian support program. Title III has funded many student success initiatives – academic advising, tutoring, first year experience, supplemental instruction, and use of technology in the classroom. The program is managed by a program director and is assisted by an administrative assistant. Kealakahiki employs three program assistants. Staff has implemented Native Hawaiian support services on campus in collaboration with other UHWO services. All Title III positions are funded with federal funds; all positions will be institutionalized in August 2014.

The First Year Experience (FYE) is a Title III initiative. The FYE program, in collaboration with Student Affairs, implements support services for first year students. These services include new student orientation, Summer Bridge instruction, and peer mentoring. Preliminary assessments suggest that these components led to higher retention rates for students that attended FYE. Based on this data this program will be taken to scale and made mandatory for all new students beginning fall 2014. FYE has one staff funded by Title III; this position will be institutionalized in August 2014.

The Noe'au Center became a part of the Student Affairs division in spring 2013. Prior to that it was housed in Academic Affairs and provided tutoring in math and English. Since spring 2013 the Noe'au Center provides tutoring in all academic

areas of the university, and there has been significant growth in the number of students receiving services through the center. Noe'au also provides all placement testing and proctoring for UHWO. The program is led by a tenured faculty specialist and supported by two assistants funded by Title III. The two assistant positions will be institutionalized in August 2014. In addition, a writing specialist will be added to the center to assist students with grammar and writing.

### **Analysis / Data**

UHWO is committed to student access, success, and creating a student centered learning environment. This can be measured by enrollment data, retention and graduation data, and student satisfaction survey results. The goal for the division is to increase enrollment each year by 12%, improve first year retention and graduation by 3% each year, and improve Student services student satisfaction scores by 5% each year (measured by Your First College Year Survey).

#### ***UHWO Enrollment***

Fall Semester	Number	% Changes
2009	1333	
2010	1471	10.4%
2011	1662	13.0%
2012	1997	20.2%
2013	2361	18.2%

#### ***Retention***

##### ***Freshmen***

Year	Number started / continued	1 <sup>st</sup> year Retention
2009	104 /55	52%
2010	104/63	60.6%
2011	121/81	66.9%
2012	296/179	60.5%
2013		

##### ***Transfer students***

Year	Number started / continued	1 <sup>st</sup> year Retention
2009	295 /212	71.9%
2010	336/248	73.8%
2011	407/289	71.0%
2012	447/299	66.9%
2013		

### ***Graduation***

Year	Degrees Awarded	% Change from Previous year
2009	242	
2010	255	5.1%
2011	301	15.3%
2012	349	13.8%
2013		

### ***Student Satisfaction***

#### **SATISFACTION WITH FIRST COLLEGE YEAR EXPERIENCE**

Percentage of students reporting they "Satisfied" or "Very Satisfied" with	UHW 0	Comp 1	Comp 2
<b>Academic satisfaction (average %)</b>	<b>72.2</b>	<b>76.5</b>	<b>75.2</b>
Your overall academic experience	73.3	79.0	78.8
General education and core curriculum courses	71.1	74.0	71.5
<b>Facility satisfaction (average %)</b>	<b>87.2</b>	<b>81.8</b>	<b>75.2</b>
Library facilities	95.6	88.5	82.8
Classroom facilities	89.8	77.7	72.5
Computer facilities/labs	86.7	80.7	74.1
Laboratory facilities and equipment	76.7	80.2	71.5
<b>Student services satisfaction (average %)</b>	<b>61.4</b>	<b>61.5</b>	<b>55.9</b>
Orientation for new students	75.6	66.5	61.3
First-year programs (e.g., first-year seminar, learning community)	63.3	58.6	58.5
Financial aid office	58.9	58.5	47.3
Academic advising	56.2	66.9	63.2
Financial aid package	52.8	57.1	49.3
Percentage of students who said "Probably Yes" or "Definitely Yes"			
<b>Enroll in this college if they could make it over</b>	<b>70.1</b>	<b>78.9</b>	<b>79.2</b>

Comp 1 and 2 are scores of two like institutions.

## **Assessment Plan**

All student affairs departments will follow this assessment plan.

- Conduct yearly assessment.
  - Fall & Spring semester – gather program data
  - Summer – evaluate program data and make modifications to strategies based on data.
  - Fall & Spring semester - implement new strategies and gather program data
  - Summer – evaluate program data and make modifications to strategies based on data.
  - After the third year of the evaluation cycle, conduct a comprehensive data analysis based on all 3 years.
    - If objectives have not been met, determine what changes need to be made in the department to reach the stated objectives and take corrective action.
    - If objectives have been met – increase objective goals or add additional goals.
- Determine if objectives are still in line with the division and institutional mission.
  - Continue cycle of assessment.

## **Resources – 2 years and 4 years**

### ***Vice Chancellor for Student Affairs***

- Title IX investigator to assist with Title IX investigation and student complaints.
- Adjudication officer to help with increased volume of student complaints that will increase when the campus starts housing students on campus.

### ***Academic Advising and Counseling***

- Two Academic Advisors / Counselors to support outreach sites.
- Social Worker (Faculty Specialist) to assist Psychologist to handle the increased caseload due to enrollment growth.
- Career specialist to expand Career services to include job placement.
- Two Academic Advisors / Counselors, one Social Worker, one career administrative assistant to keep up with enrollment growth. (4 year)

### ***Student Life***

- Institutionalize student life position.
- Hire additional intramurals coordinator to expand intramural sports at UHWO.

- One Student Life specialist and intramural sports specialist to expand options for our growing student body (4 Years).

### ***Admissions***

- Hire an Admissions assistant to keep up with student growth.
- Hire an Admissions counselor to assist with recruiting transfer students.
- Hire two additional Admissions assistants to keep up with student growth (4 years).

### ***Financial Aid***

- Hire an assistant Financial Aid officer to maintain quality service for UHWO students.
- Hire two assistant financial aid officers to accommodate enrollment growth (4 years)

### ***Records***

- Hire one assistant Registrar to address increased records and transcript evaluation requests.
- Hire two records officers to address student growth (4 years).

### ***First Year Experience***

- Hire a FYE / Transfer orientation assistant to better coordinate services between all support services at UHWO.
- Provide \$25,000 in student help to support FYE Peer Mentoring program.
- One additional FYE assistant to keep up with need due to enrollment growth (4 years).

### ***No'eau Center***

- Administrative assistant to assist with managing tutors and purchasing necessary program materials to support the center.
- One Faculty specialist to focus on assisting students to successfully complete their respective math courses at UHWO.
- Provide an additional \$25,000 to hire tutors for the center.
- One Noe'au assistant director to handle increased traffic in the center (4 years).
- Two additional Noe'au assistants to handle increased demand for services due to enrollment growth (4 years).
- Two additional faculty specialists to work with high schools to reduce the number of students entering UHWO needing remediation (4 years).