

**UHCC December 2008 Cover sheet –
Annual Student Support Program Review**

College: Windward Community College

College Mission Statement

Windward Community College is committed to excellence in the liberal arts and career development, we support and challenge individuals to develop skills, fulfill their potential, enrich their lives, and become contributing culturally aware members of our community.

Program Mission Statement

Windward Community College Student Services is committed to assist students to matriculate, enabling them to attain their education and life goals; to foster a supportive learning environment and provide services to support students' achievement of their educational goals.

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

Part III Assessment Results established benchmarks. See Attached

Part IV. Analysis of Program. See Attached

Part V. Plans for Improvement. See Attached

Part VI. Budget Implications. See Attached

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WINDWARD COMMUNITY COLLEGE
STUDENT SERVICES
2008 PROGRAM REVIEW

Executive Summary

Windward Community College's Student Services is currently comprised of nine sub departments. These departments are: Admissions and Records, Counseling, Financial Aid, Student Life, Student Publications, Outreach, Talent Search, Student Support Services, and Upward Bound.

Found in this program review document are requests for 4 items. The first is the allocation of more space in Admissions and Records to provide better customer service and student flow. Second, the institutionalization of the transfer counselor. The transfer counselor position is important to student achievement. Thirdly, the reallocation of the student fees to 65% to ASUH-WCC and 35% to Board of Student Publication. Lastly, funds to create an inviting financial aid office with waiting room space for families and separate offices for staff to conduct their work in private to protect those that come in for service.

The Student Services department management team coordinates communication and advises the Vice Chancellor. The team consists of the Vice Chancellor, unit heads and a clerical representative. This is a new management team from the previous year; the previous team was not effective in getting information out to the masses. The SS team meets monthly.

In the fall of 2007 the Community College system joined the Achieving the Dream initiative. Achieving the Dream focuses on student success and uses data to make decisions to affect change towards increasing student achievement at Windward Community College. The college has produced an Achieving the Dream plan and has begun its implementation. A big piece of the plan relates to student services, specifically financial aid and the post admissions process. The department will begin to implement strategies to assist incoming students to prepare better for their classes. Hopefully these initiatives will result in greater student success.

The Student Services department at Windward Community College continues to meet its program and student outcome goals set by each sub group within the department.

Part I. Mission, Purpose and Goals of the Sub Programs

Admissions and Records mission/purpose: to process applications for admission, maintain student records, and process student transcripts and information requests.

Goals:

1. All WCC applications will be processed within 2 weeks.

Based on a random sample of application it took 3 days to process an admission application. This sample does not include applications that were incomplete and needed to be returned to the student before it could be processed.

2. All normal transcript requests will be completed within 7 days and all rush requests will be completed in 1 day.

Based on a random sample of transcript requests it took less than a day to process transcripts requests.

3. There will be no audit findings

During the 2007 school year there were no audit findings in Admissions and Records.

4. 75% Satisfaction Rate

The tool to measure the satisfaction rate for Admissions and Records was implemented in the Fall 2008 school year. Admissions and Records had an 83% satisfaction rate.

Analysis: The Admissions and Records office has exceeded their goals in all areas. However due to increased enrollment they are bursting at the seams. While their staffing may be sufficient there is need for additional space to allow for staff to work with students more effectively and to allow multiple students to fill out forms at the same time. The current space does not allow this to occur.

Budget Implications: Create more student space and utilize current space more efficiently.

Counseling/Academic Advising mission/purpose: to assist students in defining and accomplishing personal, academic, and career goals.

Goals:

1. Provide Academic advising for every student at Windward Community College.

During the 2007 school year the counselors saw 1,283 students that is about three-fourths of the campus population, about 50% more than last year. The increased access to counselors has put a tremendous strain on the clerk that supports the counselors. The maintenance of student records has increased tremendously because there are more students to see. The clerk currently maintains student files for every student that sees a counselor, with the ambitious goal to see every student the maintenance of student files and staff support will be overwhelming for just one person.

2. Provide an Orientation for all new students.

During the 2007 school year the college implemented mandatory orientation for all recent high school graduates. These students are not allowed to register until they attend NSO. The campus

is hesitant to mandate attendance to non-traditional students because these students may not need this type of service, however the service is offered to all students.

3. Provide Peer mentoring services for 200 students.

Peer mentors met with 497 students in 2007. The peer mentors also staffed and implemented NSO. Formative assessment shows that the service is well received and performed.

4. Provide Career Counseling for 200 students.

The Career counselor conducted 211 Career Counseling sessions with students at WCC. In addition the Career counselor taught a Career guidance course in the fall semester, twenty-five students enrolled in that class.

5. Provide Campus tours for 175 students.

Gus Cobb-Adams coordinates outreach, which includes campus tours. In 2007 campus tours were provided to 467 students. Participants included K-12 groups, community groups, and transfer college students.

6. Provide 15 student transfer workshops.

The counseling department sponsored 23 transfer workshops during the 2007 school year. Title III counselor Carla Rogers is responsible for coordinating transfer workshops on campus. She has been prolific in the coordination of transfer workshops. Approximately 8 to 10 students attended one of the workshops. Ninety percent of workshop participants report that the workshops helped in preparing them to transfer to respective schools.

7. Provide Classroom based student success for 50 students.

Two courses were taught from the counseling department, IS 103 – Introduction to College and Career exploration 1S 105 B&C. Enrollments reached their maximum caps for both classes – 60 students. Counselors are currently preparing for the offering a Orientation to College course that will be a part of WCC's First Year Experience program. Additional funding will be needed to support the counselor who will prepare the curriculum for this new class.

8. 75% Satisfaction Rate

Based on the latest Community College Survey of Student Engagement for Windward Community College 89% of students who utilized counseling were satisfied with the services they received.

Analysis: The counseling department met seven goals out of its eight proposed goals. The goal the unit did not meet, provide counseling to every student, may be unattainable.

Budget Implications: The reason the counseling unit has performed so well in the 2007 school year is due to the assistance from two Title 3 counselors. The unit believes that it is very important to institutionalize one of these position in the biennium. The Transfer counselor serves a critical need for the college, more then 30% of our students transfer.

The duties of the second position can be absorbed collectively amongst the members of the unit. The unit will also need money to pay overload for a counselor to develop the curriculum for the Orientation to College curriculum.

Financial Aid mission/purpose: to develop, review, and disseminate financial resources to students to assist them in achieving their educational goals from pre-enrollment through graduation.

Goals:

1. Process Completed Financial Aid applications within 2 weeks.

In a sampling of records the processing time of a complete financial aid application was 2 days and in most cases took shorter than a day. The difficulty is getting students to complete the entire process. The addition of an outreach financial aid positions has improved this situation as evidenced by the amount of access to financial aid in the 2007 school year.

2. There will be no audit findings.

During the last program year there was no audit findings.

3. The Student Loan default rate will be below 25%.

The average Student Loan default rate is 9%. This is below the national average of 25%.

4. 40% of WCC students will have financial aid.

During the 2007 school year the campus gave out 792 awards to students, that means 42% of all students at Windward received some form of financial aid. This is a significant increase from last year.

5. Provide financial aid/ admissions outreach for 200 students.

In 2007 the college conducted financial aid outreach at all the Windward feeder schools and 4 community events. Four hundred and nine students attended one of the events. Ninety percent of the students who attended one of the sessions were satisfied with the material that was presented.

6. 75% Satisfaction Rate.

Based on the latest Community College Survey of Student Engagement for Windward Community College 81% of students who utilized financial aid were satisfied with the services they received. Surveys conducted at the financial aid office rated their services extremely high in excess of 90%. However, students did say they would prefer more space in the office so they would not have to wait outside in the hall when the office was busy.

Analysis: The Financial Aid Office meets 6 of its 6 goals.

Budget Implications: Request funds to improve the flow of customers in the office. The staff believes the space is big enough to handle the flow of students, however concede the layout could be set-up better to be more customer friendly and create privacy for students needing it.

Student Life mission/purpose: to promote student learning, success, and satisfaction as students involve themselves in student life and service.

Goals:

1. 150 students will participate in one or more clubs on campus.

There were 9 clubs active in the 2007 school year.

Art Club – Toni Martin (21 members)

Chess and Backgammon Club – Brian Richardson (8 members)

Botany Club – Inge White (28 members)

Ceramics Club – Paul Nash (12 members)

Kupono Hawaiian Club – Winston Kong (12 members)

Music Club – Gloria Faltstrom (22 members)

Phi Theta Kappa – Brian Richardson (35 members)

Psi Beta (Psychology Club) – Frank Palacat (18 members)

Russian Club – Alex Nikolychuk (8 members)

2. 500 students (unduplicated count) will participate in one or more activities sponsored by student government.

Based on the events that occurred within the 2006-07 AY – there were approximately 1,300 students who participated actively and passively in events coordinated by or sponsored by the ASUH-WCC. Through elections held in the Spring 2006 and Fall 2006 semesters fourteen (14) students were elected to represent the WCC students as senators and executive members of the ASUH-WCC. Throughout the year, due to other commitments (school, work and family) some members needed to resign or leave the ASUH-WCC. At the conclusion of the 2006-07 AY there were five (5) active senators planning and participating in ongoing events.

3. The Student Activities Center will be used 500 times each month.

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Analysis: Student Life has met all its goals from the previous year. The clubs and student government are vibrant and meetings its mission.

Budget implications: Currently the ASUH-WCC and Board of Student Publication (BOSP) split the student fees 50 -50. A proposal will be made to the Chancellor to change the distribution to 65% for ASUH-WCC and 35% to BOSP. The switch in allocations will result in a better use of funds. Currently ASUH ends up short of funds to provide its services while the BOSP ends up with a surplus.

Student Publications mission/purpose: to offer an educational experience for students in production of student publications and provide an effective medium for student communication on campus.

Goals:

1. Publish 8 editions of the Student Newspaper.

The WCC student newspaper Ka ‘Ohana produced 8 publications.

2. Publish 1 edition of the Student Journal.

The BOSP published 1 student journal Rain Bird in the 2007 school year.

Analysis: Student publications has met its goals. In the new school year BOSP will look at expanding the reach of the newspaper and journal by posting the publications on-line.

Budget implications: None

Talent Search mission/purpose: to encourage middle school and high school students to identify, explore, and pursue post-secondary education.

Goals:

1. Serve 1200 students.

ETS program served 1200 students in the 2007 school year.

2. 85% will matriculate to college.

Ninety-one percent of ETS seniors matriculated to college.

3. 85% of the seniors will graduate.

All ETS seniors graduated.

4. 85% of college ready participants receive assistance with applying to college.

All ETS seniors received application assistance for college.

5. 70% of college ready participants receive assistance with applying for financial aid.

All ETS seniors were assisted with applying for financial aid.

6. 65% of college ready participants will enroll or reenroll in college.

All ETS seniors enrolled in college.

Analysis: ETS met all its project goals.

Budget implications: None

Upward Bound mission/purpose: to provide educational help to low-income and potential first-generation college students.

Goals:

1. Serve 50 students

Fifty-three students were served during the academic year and twenty-nine of these participated in the summer college program

2. 85% of students will matriculate from one year to the next.

Eighty-nine percent of students were retained in the program for 2007-2008. One hundred percent of our active seniors began college in fall 2007.

Analysis: The Upward Bound program met its outcomes for the 2007 school year.

Budget Implications: None

Student Support Services mission/purpose: to offer an array of services for eligible students that result in success in college.

1. Serve 230 students

SSS enrolled 291 students into their program.

2. 80% will maintain a 2.0 gpa

Eighty-two percent of SSS participants maintained at least a 2.0 gpa.

3. 60% persist from year to year

The persistence rate for SSS students was 73%

4. 20% either graduate or transfer to a four year college within 3 years.

Thirty-four percent of SSS students either transferred or graduated within 3 years.

Analysis: SSS met all its outcomes of the 2007 school year.

Budget implications: None

Part II. Quantitative Indicators for Program Review

Goal: Matriculation Services/Student Access
Measures:

COLLEGE : Windward Community College	Quantitative Measure	
Percent Headcount Males	39%	
Percent Headcount Females	61%	
Percentage of ethnicity distribution compared to the County		Honolulu County
Asian	24%	43%
Hawaiian	31%	18%
Pacific Islander	3%	4%
Hispanic	3%	4%
Caucasian	22%	24%
African American	1%	2%
American Indian	>1%	>1%
Mixed Ethnic	14%	2%
Number of degree/certificate seekers based on intent		
Associate of Arts	1410	
Certificate of Completion	33	
Unclassified	68	
Percent of degree/certificate seekers based on intent		
Associate of Arts	79%	
Certificate of Completion	2%	
Unclassified	5%	
Number of residents	1602	
Number of non residents	179	
percent residents	90%	
percent non residents	10%	
number of students receiving financial aid	568	
percent of students receiving financial aid	32%	
Annual headcount 2007-2008	1848	
Annual headcount 2006-2007	1781	
Annual headcount 2005-2006	1713	
Student Semester hours 2007-2008	15907	
Student Semester hours 2006-2007	15536	
Student Semester hours 2005-2006	14968	
Percent of applicants who enroll within one year	715	
Number students who report Counselors helped them	462	
Percent students who report counselors helped them	32%	
Number of General-Funded counselors per student headcount	254 to 1	
Number of General-Funded enrollment services staff per student headcount	593 to 1	