

UNIVERSITY HAWAII COMMUNITY COLLEGES
STUDENT SUPPORT SERVICES
PROGRAM REVIEW PROCEDURES AND MEASURES

College Mission Statement

Program Mission Statement

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

- Admissions
- Records
- Counseling and Academic Advising
- Financial Aid
- Student Life
- Other Services _____
(Campus specific services)

Part II. Quantitative Indicators for Program Review

Goal: Matriculation Services/Student Access

Measures:

- Percentage of gender/ethnicity distribution compared to the population of the County
- Number and percent of degree/certificate seekers based on intent
- Number and percent of resident/non-resident breakdown
- Number and percent of students receiving financial aid
- Annual headcount trends
- Headcount trends and student semester hours trends for summer, fall, and spring
- Percent of applicants who enroll within one year

Goal: Retention Services/Student Progress

Measures:

- Number and percent of students who report that Counselors helped them achieve or make progress toward their goal (CCSSE)

Goal: Transition Services/Student Success

Measures:

- Number of General-Funded counselors per student headcount
- Number of General-Funded enrollment services staff per student headcount

Part III. Assessment Results – establish benchmarks

- CCSSE Survey

Part IV. Analysis of Program

Part V. Plan for Improvement

Part VI. Budget Implications