

**UNIVERSITY HAWAI`I 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