

Enhancing Student Success



Harvesting UH voices to inform a *Common Standard of Care*

UH PELP Cohort XI, 2025-2026

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Strategic Imperative

Aligned to Student Success Strategic Imperative

The Reality

Mehana is a STEM student who followed all of the steps to transfer:

- applied
- got accepted
- met with her advisor
- took “transferrable” credits

She completed her AA degree.

... then transferred to find out she still has an additional three years before graduating.



Project Method Overview

Identify

Systemic challenges in the student journey

Inform

Strategic opportunities for all UH campuses to inform “Common Standard of Care”

Coordinated four UH 10 Campus System Surveys Conducted (Nov-Dec 2025)

1. **First Year Students:** 264 responses
2. **Transfer Students:** 113 responses
3. **Advisors:** 63 responses
4. **Faculty:** 164 responses

**All surveys representative of 10 UH campuses*

Survey Findings

Identifying Challenges

01

**Advising, Transfer
& Credit Articulation**

02

Staffing Constraints

03

**Communication
& Information Gaps**

04

Training Gaps

1. Advising, Transfer Process & Credit Articulation Challenges

Key Themes

- Access to and connection with advisors
- Clarity on how credits transfer
- Need more classes and availability to meet program needs

Current Impact

- Delayed graduation
- Excess credits
- Increased student cost
- Low retention rates

“I think having someone on campus to talk to about my worries related to transferring, how my classes are faring, or just to talk story would be really helpful for future students.”

- Junior/Transfer Student

2. Staffing Constraints

Key Themes

- High student caseloads
- Limited staffing capacity
- Duties extending beyond primary roles
- Long wait times for advising services

Current Impact

- Reduced service quality across all student interactions

“Easier access to counseling. One of the biggest problems I had was that just trying to figure out who my designated advisor even was before scheduling a meeting.”

- First-Year Student

3. Communication Gaps

Key Themes

- “Overload” of emails
- Students unclear on services
- Late communication of large system changes
- Difficulty verifying information accuracy

Current Impact

- Missed opportunities to drive student engagement and progress
- Inconsistent execution of initiatives and system changes

“Need one place to go to see deadlines besides just in the mass emails could be helpful”

- First Year Student

4. Training Gaps

Key Themes

- Limited access to formal training opportunities
- Inconsistent training modules
- Providing reactive rather than proactive services

Current Impact

- Systemic inconsistency across advising services
- Inefficient use of direct and indirect services to students

“Have system-wide training regularly so that everyone is following the same processes and procedures. I do not know why each campus is allowed to do their own processes.”

- Faculty Member, 4-year campus

Strategic Opportunity #1

Equitable & Proactive Advising for Transfer

Coordinate and align a consistent experience for all students through system-wide coordination and shared protocols, including early consult with specialized advising for potential transfers.

Recommendations:

- Establishing specialized transfer centers
- Transfer Student Capital: Provide transfer students with holistic advising
- Increased advising frequency



Strategic Opportunity #2

Invest in Staffing

Reduce caseloads and wait times by optimizing resource allocation.
Increase student access to the support they need to be successful.

Recommendations:

- Assess the current workload
- Conduct annual surveys to monitor advising efforts and conditions across the system



Strategic Opportunity #3

Improve Communication across the UH System

Establish proactive, multi-channel outreach to boost engagement and information-sharing. Provide opportunities for sharing, consultation, and training across the UH System.

Recommendations:

- Implement Multi-Channel Communication Tools
- Enhance Collaboration and Professional Development
- Develop a Systemwide Information Repository



In Closing



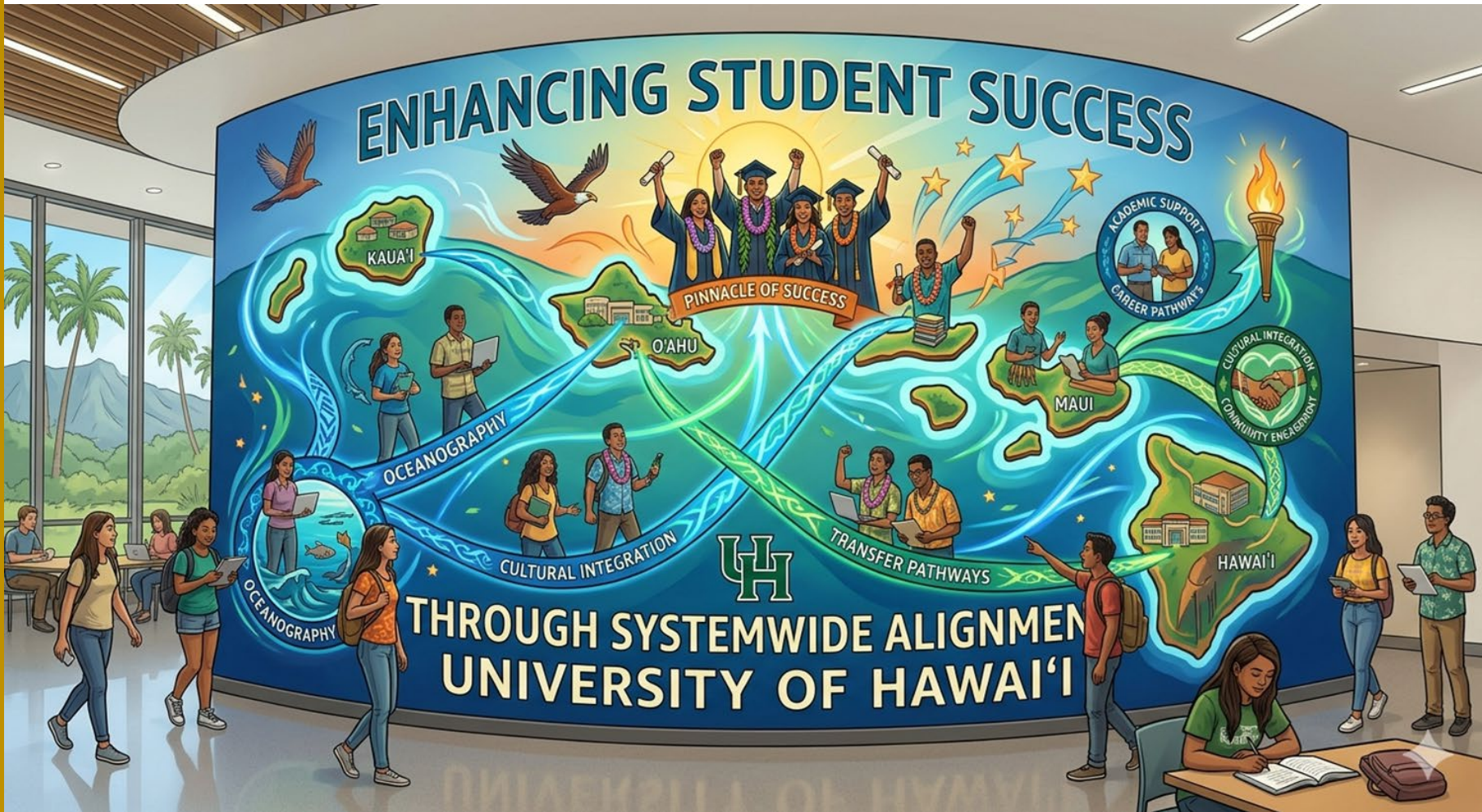
LOKAHI

(lo-ka-he)

HAWAIIAN
UNITY

*To be in harmony and
agreement as one.
Moving forward together
with a common purpose.*

Mahalo !



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Survey Summaries

For more survey details scan the QR code below



<https://go.hawaii.edu/f6i>