Student Housing Services

Student Housing Services completed year one after its restructuring was officially approved in August 2009. The Associate Director for Residential Life completed his first full year in his position. The Residential Life unit continues to evolve and focus student development, educational goals and community building.

Residential Life saw growth in its offered Residential Learning Programs and offered students 13 communities for fall 2010 with 10 of these communities showing strong student interest. Communities include: Filipino Language and Culture, French, Honors, Japanese Language and Culture, Hawaiian Language and Culture, Mentorship, Outdoor Recreation, Service Learning and Social Justice, Spanish, and Wellness.

Student Housing Services restructured its maintenance approach and has all maintenance staff report under one roof for the first time thus allowing us to offer emergency maintenance scheduling to ensure students have 24/7 maintenance response.

Approximately $113 million of the $138-$140 million in bond monies allocated to Student Housing Services for repairs and renovations have been spent. Projects completed in ‘09-‘10 included Phase One and Phase Two of the Hale Aloha Renovation which impacted 1080 bed spaces. Additionally, the Johnson hall renovation project was sent to bid and will be started in late fall 2010. The renovations with Gateway will also start this year.

Finally, Student Housing Services completed a student assessment in Fall 2009 that was used to improve and modify services to students. Changes based on student data included reduction on monies spent on phone lines in student rooms while increasing monies spent on internet bandwidth.

Student Life and Development

Student Life and Development (SLD) collaborated with Student Housing Services (SHS) to manage and operate food services for the Campus Center, Hemenway Hall, and the residence halls. We are working to update seating venues, renovate existing eating places, and improve the overall delivery of food services.

SLD is in the process of submitting a Request For Proposal (RFP) to develop an all-encompassing identification card that will serve as a debit card, library card, key to the residence halls, etc. This “one card” or “one less card” system will automate the entire Manoa campus and has great systemwide potential implication.
Phase 1 of the Campus Center Renovation and Expansion has been completed (renovated bathrooms, demolished second floor forum seating, constructed new entrance to the Bookstore). We have now entered into Phase 2 which centers around two projects: 1) the relocation of the Board of Publication’s programs (e.g. Ka Leo, Kalamakua) into the Hemenway Hall theater; 2) groundbreaking to begin construction of the recreational center.

**SEED**

Student Equity Excellence and Diversity (SEED) made significant progress addressing two major Manoa goals/objectives: 1) “secure extramural funding…to expand services for high need student populations; 2) support a… respectful, inclusive community that welcomes and nurtures diversity (with emphasis on strengthening respectful partnerships with our host culture).”

SEED secured 10 federal grants for Native Hawaiians, low-income students, underrepresented groups, childcare, STEM and system wide training funds for sexual assault prevention.

Three SEED staff (2 females and 1 male, gay, Native Hawaiian, Filipino, Filipino/Hispanic/Japanese) were promoted and/or received tenure. The College Opportunities Program increased the number of eligible students in its program.

Transfer of staff from rented EWC offices to QLCSS offices has improved communication and service delivery.

**Career Development and Student Employment**

Career Development and Student Employment improved its efficiency by increasing career information on the web, and automating manual processes. CDSE increased its presence in Facebook and Twitter while also offering employers the opportunity to use Skype for interviews with our students.

Also the office drafted a business plan to achieve entrepreneurial status to generate more external funding by selling advertising, establishing partnerships with commercial enterprises, instituting fees for alumni who graduated more than 5 year ago for various services, and soliciting sponsorships for various events.

The center also reinvented career resource offerings to meet the changing needs of students and the demands of careers of the 21st century (e.g. new workshops on applying to grad school, and job search strategies for current economic situation; Facebook; and Twitter, update and share career planning and campus engagement with parents and incoming students through NSO, ACE-Peer Mentors, high school counselors)
University Health Services

University Health Services Manoa (UHSM) implemented a new paperless electronic health record (EHR) system on August 10, 2010. The improved technology of the EHR is expected to improve health care access and quality for UH Manoa students.

UHSM also took a leadership role on behalf of the UH Manoa campus during the 2009-10 H1N1 influenza pandemic. Efforts included campus-wide education aimed to reduce the risk of contracting the H1N1 influenza virus through improved hygiene, the development of isolation protocols, and mass immunization.

Office of Judicial Affairs

The Office of Judicial Affairs reorganized the method by which we manage and file student conduct cases by transitioning to a paperless, on-line system. This ensures more efficient and accurate adjudication and reporting processes.

The system-wide Student Conduct Code policies were promulgated last year and Mānoa’s Student Conduct Code procedures were promulgated this year. This gave us an opportunity to disseminate the new policies and procedures electronically and minimize the amount of hard copies produced.

We hired two student fellows to assist us. One student will focus on refining our training module and establishing an on-line training component. Our second student will work on helping refine our sanctioning procedures.

Financial Aid Services

Financial Aid Services increased the number of financial aid awards by approximately 25% by the start of the Fall 2009 semester. Through Banner SIS, financial aid disbursed over $122 million to over 10,500 students, an increase of 26% in dollars and 16% in students from the previous academic year.

We increased our Pell grant recipients by 32% for the 2009-2010 academic year, awarding a record $14.9 million in Pell grant funds. In addition, we efficiently implemented the Year-Round Pell grant regulations, which provided assistance to over 600 students during the Summer 2010 term, an increase of 474 students from the prior Summer 2009 term.
School and College Services

The recruitment section in the Office of Admissions successfully completed the recruiting cycle for Fall 2010. We have visited high schools across the State of Hawai‘i, and selected regions in the Continental US and Asia and hosted a variety of recruitment programs including the Mānoa Experience (Oahu, Neighbor Islands, California and Washington). The office also held events for admitted students.

The office held a successful workshop event for high school counselors including a luncheon meeting to redefine our early admit program and a social event at the Stan Sheriff Center.

We have fostered partnerships with Alumni Chapters who have assisted us at college fairs, represented us at events we could not attend and hosted summer send-off events for our incoming students.

We have also developed plans the use of social media, establishing Facebook and Twitter sites and developing YouTube videos all to be used for recruitment to the campus.

Office of the Registrar

The Office of the Registrar has started a review of the existing business practices relating to registration and the payment module for the collection of tuition and fees. The objective of this review is to revise existing business practices in an effort to enable students to secure seats in courses required for the timely completion of his/her degree along with allowing the University to effectively deploy instructional resources.

Office of Admissions

This year we launched an online application for first time Freshmen entering in the Fall 2011 semester. The intention of this application is to have students apply online, report their courses taken and thus to render a decision to students about admissions in a timely fashion.

We also implemented the process for applications for the Automatic Admissions program for students transferring from the UH System Community Colleges that are close to receiving their AA degree.

The accepted student portal was also created last year for all entering students. This portal provided a checklist for students on what their next steps would be in order to become an enrolled student. We did have success in over 3,000 individuals viewing the checklist. The portal also allows students to view our YouTube channel as well as displaying institutional facts.
Research and Assessment

Studies have been conducted and data provided to guide decisions in many areas with a focus on recruitment and student success. Key studies include: 1) CIRP freshmen survey data which described the characteristics, abilities and attitudes of entering students. Sub-group reports on Native Hawaiians, Filipinos, on-campus and commuting students, and College Opportunity Program students were also done. 2) National Student Clearinghouse studies which identified the institutions attended by students who applied to but did not attend UH-Mänoa. 3) Collaborative research with Eduventures which produced studies on UHM student and faculty mental health issues; 4) the perceptions of admitted non attending UH-Mänoa students, especially Native Hawaiians and high ability students; and 5) the UH-Mänoa tuition pricing sensitivity study now in progress.