MISSION STATEMENT
The mission of Mānoa Advising Center (MAC) is to assist students in selecting a major that best fits their interests, abilities, and goals, and to provide advising support for them until they can declare or enter their major.

MAC STUDENT LEARNING OUTCOMES
1) Students can identify major options
2) Students can learn, identify, and understand general education, graduation, and program requirements using advising combined with supplemental services
3) Students can identify and use campus resources available to them

INFORMATION ABOUT APPOINTMENTS
• In-person appointments are the preferred method of advising however, phone appointments are available if students are not on island or are unable to meet in person
• Starts either on the hour or at the half-hour
• Lasts at maximum 30 minutes
  o If more time is needed, another appointment may be scheduled
• If student arrives more than 10 minutes late, the appointment will be cancelled
• There are only a limited amount of appointments per day and per week, depending on advisors’ schedules
• Evaluations are distributed before appointments and are to be completed after appointments
• Students are scheduled with the advisor assigned to the alpha of their last name first, but if their alpha advisor is not available, they may be scheduled with the next available advisor that meets their availability
• Attempts are made to accommodate requests to meet with specific advisors

EXPECTATIONS
FOR STUDENTS
• Seek advising on a regular basis (at least once a semester)
• Come to appointments prepared with questions and documents from previous appointments
• Come to appointments on time or notify MAC in advance if appointments need to be canceled or rescheduled
• Ask questions as they arise
• Use academic resources including STAR, Catalog, Program Sheets, etc.
• Think about and clarify academic goals
• Follow through with recommendations and strategies discussed in appointments
• Check UH email on a regular basis for important University information and notifications
• Take responsibility for actions and decisions

FOR ADVISORS
• Listen carefully to students
• Foster a respectful and supportive environment
• Empower students to be independent and make well-informed decisions
• Help students develop and clarify academic goals
• Provide accurate and up-to-date information on academic requirements, policies, and procedures
• Maintain student confidentiality
• Identify campus resources and share strategies to help students be academically successful
• Make referrals to campus resources as appropriate
**PREPARING FOR APPOINTMENTS**

1) Know your appropriate advising office
   - MAC is for students exploring major(s) and certain pre-majors (working towards admission into a major program which has pre-requisite requirements)
   - If MAC is not your advising office, check for your appropriate office at manoa.hawaii.edu/undergrad/caa/directory/
   - If you are not sure what major you are officially classified as, check your STAR degree audit at www.star.hawaii.edu/

2) If you have major(s) in mind, print the program sheet(s) at manoa.hawaii.edu/ovcaa/programsheets/ and bring them to your appointment
   - If you are completely undecided on a major, review the catalog at catalog.hawaii.edu/degrees/degrees-cert.htm for majors offered

3) Review academic resources including:
   - Program Sheets: manoa.hawaii.edu/ovcaa/programsheets/
   - Catalog: catalog.hawaii.edu/
   - General Education Core and Graduation Requirements: catalog.hawaii.edu/corerequirements/coreRequirements.html

4) Think of questions you would like to ask and write them down if necessary

5) Bring a photo ID so that we can verify your identity

**SCHEDULING AN APPOINTMENT**

1) Appointments are scheduled for the same day or next business day and are dependent upon availability. 
2) Appointments are impacted by the timing of the semester.
   - The busy periods for MAC are the start of each semester and registration periods. To avoid a long wait and possibly not getting an appointment because all appointments are booked, we recommend students come in during the slow period (typically the third through tenth weeks of the semester or summer between May and early August).

3) There are two ways to schedule an appointment: in-person or over the phone at (808) 956-7273.
   - During our busy periods, we generally assist students who are here in-person first and then tend to the phone. We may not always answer the phone if we are assisting in-person students.
   - Our phone does not accept messages.
   - Appointments are not made over email unless there are circumstances in which a student cannot schedule via in-person or over the phone.

4) Phone appointments are available if students are not able to come in for advising.
   - To schedule a phone appointment, see manoa.hawaii.edu/undergrad/mac/about-mac/phone-advising/

5) Walk-ins are accepted during designated periods. Check our website at manoa.hawaii.edu/undergrad/mac for walk-in period updates.

**DURING THE APPOINTMENT**

1) Be on time! Being late either shortens or cancels the appointment

2) Appointments are 30 minutes long at maximum; please be mindful of this

3) Show up for scheduled appointments
   - If you need to cancel, call or come in to notify us
   - No shows prevent other students from receiving advising

4) Take notes as needed

**AFTER THE APPOINTMENT**

1) Complete the appointment evaluation

2) Keep and bring forms to next appointment

3) Follow-up on actions and recommendations discussed during the appointment