PART A: Please provide 1-2 significant or major examples of how your unit’s activities, programs, services, etc., substantively/meaningfully contributed to achieving each of the following:

- the Division of Student Affairs strategic plan implementation matrix (http://hilo.hawaii.edu/uhh/vcsa/documents/UHHiloDSA2011-15StrategicPlanImplementationMatrix.pdf);
- (b) UH Hilo’s strategic priorities (http://hilo.hawaii.edu/strategicplan/); and/or
- (c) the UH System’s strategic priorities (http://www.hawaii.edu/ovppp/uhplan/)?

Please be sure to identify/reference specific priorities and provide specific examples and sufficient detail.

Division of Student Affairs Strategic Plan

Priority Action 1.2

Priority Action 1.2: Provide every student with an applied learning experience through, but not limited to, increased internships and practica with local businesses/agencies, greater student involvement in faculty research, and artistic and creative endeavors.

Strategies:
Implement the Dorrance Scholarship Program, which in addition to payment for resident tuition includes summer programs

New Student Programs Contribution
New Student Programs Leads the Dorrance Scholarship Implementation Team to coordinate the summer bridge programs for the incoming new Dorrance Scholars. This summer bridge program enrolls the students in three courses during the summer session. Currently the students are enrolled in ENG 100, a Math course (103, 104F, or 205 depending on their level), and KES 197. The New Student Programs office coordinates the student’s three day Orientation to support the transition to the university. Coordinates the weekly Networking Lunches, which provides an opportunity for the students to meet and engage with local community leaders such as the Mayor, the CEO of KTA, as well as high level administrators from UH Hilo such as the Chancellor. In addition, the Associate Director for New Student Programs currently serves as the Point of Contact for the Donors (the AZ Foundation).
**Priority Action 1.3**

**Priority Action 1.3:** Develop an overview of academic and conduct expectations and provide these to all students to emphasize what they will need to do to get the most from their university experience.

**ALSO: Priority Action 2.1:** Support and recognize teaching excellence by establishing a program that is responsible for promoting the development and sharing of innovative teaching and mentoring practices.

**Strategies:**
Continue to offer University 101 (UNIV 101), the three-credit freshmen seminar, which covers academic, conduct, community, and other expectations that are associated with success in the first year of college and beyond.

Continue to provide training for UNIV 101 instructors every summer in order to ensure that best learning practices are being incorporated into the classroom, to provide opportunities for sharing teaching strategies with proven success, to afford opportunities for more experienced instructors to mentor newer ones.

**New Student Programs Contribution**
New Student Programs leads the coordination of the UNIV 101 course. Qualified Master’s degree level or higher instructors are recruited through an application process to instruct this three credit student success course. The courses often times serve a specific population. For example, for this upcoming year there will be a course for each of the Freshmen Village communities, additionally there will be a section for Pacific Island students, the Chancellor Scholars, as well as general undeclared students. The UNIV 101 sections are primarily filled through the FreGAS initiative, however some sections are open to the general student body as well.

**Priority Action 3.1**

**Priority Action 3.1:** Meet current and projected housing needs by identifying funds for and developing more student housing, and converting existing on-campus residence halls into a freshman village that would enhance the freshman-sophomore experience.

**Strategies:**
...
H. Continue to improve/enhance first-year experience programs & initiatives
I. Seek consultation and develop proposal for “Freshmen Village”
J. Begin planning for “Freshmen Village”

**New Student Programs Contribution**
New Student Programs has taken the lead in the creation and development of the Freshmen Village program scheduled for its initial student group in the Fall of 2014. The proposal was developed by a team of faculty and staff from around campus including four faculty members, and four Student Affairs staff. The proposal was presented to the Enrollment Management Implementation Team (EMIT) on March 5, 2014. The initial marketing material soon followed and two communities of incoming first time first year students will be living in Freshmen Village starting this Fall. The two communities identified are: Health & Recreation and Natural Science.
Freshmen Village is a living learning community where first year students with a shared interest live together in one of the residence halls. The students take a shared class together and continue to learn outside-of-the-classroom through experiences that are focused around that particular theme or interest. These communities are designed to support the academic success of students, help them make friends, and ultimately graduate.

**Priority Action 6.1**

**Priority Action 6.1:** Improve internal communication and collaboration within and across units, and among the administration and faculty and staff, to foster greater trust and a culture of collegiality across the university.

**Strategies:**
Continue to encourage Divisional efforts to establish and/or maintain social networking sites and other similar media to provide info, engage with constituents, and offer a level of communication access.

Continue to lead efforts to update, revise and enhance webpages as a source of both information and engagement – with those within the Division and those across campus.

**New Student Programs Contribution**

New Student Programs uses Social Media sites such as Facebook to engage with students. The site is updated regularly with program descriptions, information about upcoming deadlines, and pictures. We have a photo booth that we use at many of the NSP events. We then take all of the pictures and put them on Facebook to encourage students to visit the page and ultimately “like” the page so that the important posts show up in their newsfeed.

The New Student Programs Website was redesigned this past year to be much more engaging. Photos were used along with various graphics to enhance the readability and usability of the site.

New Student Programs collaborates with a number of entities across campus to enhance the student experience. During Orientation, invitations are sent to every unit encouraging them to host an event which NSP then supports via logistics management and staffing. Additionally, throughout the year, New Student Programs has collaborated with offices such as the Advising Center, Career Development Services, ALEX, the Student Life Center, the Campus Center, and others. Additionally, through the “Creating Connections” team, events such as the RISO carnival were hosted where RISOs were invited to have a table and meet students, thereby increasing participation and awareness of the RISOs amongst new students. The Associate Director for New Student Programs participates on multiple divisional and campus wide committees while also serving part time with the Admissions Office to help create a seamless experience for students as they start at UH Hilo.
**PART B: Please list and describe your unit’s 2-3 priority areas for focus to improve outcomes or enhance positive impact for students or the constituents your serve. How will you know if you have achieved your desired outcome or impact? Note that both quantitative and qualitative measures are acceptable.**

**Priority #1: Increase the participations in NSP Activities**
Starting in Fall 2013, New Student Programs shifted the model of student engagement. Rather than only focusing on two events (Fall and Spring Orientation), NSP now continues to engage with students throughout their entire first year on campus. The office was reorganized into three different teams of student Orientation Leaders each lead by a student Coordinator. Each of these teams are responsible for engaging the newest students in one of the three focus areas for NSP: Creating Connections, Promoting Academic Success, and Developing ‘Ohana. Each of these teams is responsible for two activities per semester. In addition to the 6 events/initiatives hosted by the Teams, the NSP Leadership Team (Associate Director, 3 Student Coordinators, and the Marketing & Office Manager) coordinates events/initiatives in areas where we feel need additional support. In the upcoming year, our first priority is to increase the number of students who participate in these activities or initiatives thus increasing the impact of the office.

**How will this be measured:**
We will measure the success of this priority by comparing previous year’s collected attendance data with next year’s numbers. Additionally, we will continue to increase the quantity of activities offered to also increase the opportunities of new students to engage with the New Student Programs office.

**Priority #2: Increase the Engagement and support offered to new Transfer Students**
Transfer student make up approximately 2/3 of the incoming class each year, yet there is no specific Transfer student support services offered on campus. New Student Programs will create and design opportunities with Transfer students specifically in mind.

**How will this be measured:**
A needs assessment will be conducted and a review of national best practices will be done. Based on these results New Student Programs will develop programs and initiatives that increase the level of impact the office has on Transfer Students.
PART C: How are you reallocating your fiscal, human, facility, technology and other resources to support your priorities?

**Reallocation of Resources to support Priorities**

**Priority 1: Increase in Participation**
Additional Staff will be hired to support the expanding initiatives. In 2013-2014 New Student Programs only had one office staff who only worked 10 hours per week. This upcoming year we have requested additional funds to keep the office open 35 hours/week. In addition, these students will each have an area of responsibility from marketing to financial support. This increases the Leadership Team and allows more time to develop new creative ways in which to engage new students. An increase in hours which the New Student Programs office is open will allow for creative ways to encourage students to stop by the office thereby increasing engagement as well as informing them of the new opportunities offered by NSP and other offices on campus.

Mid-year last year NSP hired a student to be responsible for the marketing efforts of the programs and initiatives coming out of the office. This person was also responsible for managing the NSP office as well as supporting the financial processes. This upcoming year, with additional staff this person will be freed up to focus on building the image and brand of New Student Programs and thereby increasing the attendance at activities. In addition, New Student Programs will work with technology to increase the engagement through use of videos and other multimedia tools.

**Priority 2: Increase in Transfer student engagement**
An assessment is being conducted by the Summer Intern of our current offerings and national best practices for engaging transfer students. Orientation will see an increase in Transfer Student specific workshops.
PART D: What strategies have you implemented, if any, to either increase efficiency and productivity in your unit, reduce waste and unnecessary cost, and/or increase your access to alternative funding sources, including extramural funding? What new strategies do you have planned in the coming year?

GEAR UP
This past year we applied for and received a grant from GEAR UP. This discretionary grant program is designed to increase the number of low-income students who are prepared to enter and succeed in postsecondary education. GEAR UP provides six-year grants to states and partnerships to provide services at high-poverty middle and high schools. GEAR UP grantees serve an entire cohort of students beginning no later than the seventh grade and follow the cohort through high school. GEAR UP funds are also used to provide college scholarships to low-income students.

This past year the GEAR UP grant helped to cover costs for both Fall and Spring Orientation, year-long programming, and staffing. We plan to apply for this grant again for next year.

Increase Efficiency & Productivity
Last year New Student Programs redesigned the staffing model to be significantly more efficient and productive in order to achieve the new engagement model and vision / mission of the office. The students Orientation Leaders were hired to be a part of NSP for the entire year rather than just the two Orientation programs. Additionally, the entire staff met on a weekly basis. This meeting time allowed for the three teams (Creating Connections, Academic Success, and Developing ‘Ohana) to meet to discuss and plan their upcoming events. By dividing the three focus areas into three different teams, New Student Programs was able to have a continuous focus on all three rather than just a single focus at one time.

Moving forward, next year we will continue to allocate NSP Staff resources to be as efficient as possible.
PART E: So that we can better plan and prepare for future UH System biennial budget and supplemental budget requests, please indicate your most urgent resource needs (e.g., human, fiscal, facility, etc.) in the next several years and provide an estimate of the annual recurring funds required, i.e., base dollars, and justification for the need.

<table>
<thead>
<tr>
<th>Human Resource Needs</th>
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<tbody>
<tr>
<td><strong>Professional Staff</strong></td>
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<td>The biggest need for New Student Programs is Human Resources. Currently there is only one professional staff member, the Associate Director for New Student Programs. As the office continues to grow to include programs such as Freshmen Village, Dorrance Summer Bridge, UNIV 101, Spring &amp; Fall Orientation, Continual year-long Student engagement activities, a focus on Transfer Student support services, and managing the campus Tour program as well as the Open Houses, there is going to be a need very soon to have more full time professional staff members managing these programs and processes.</td>
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<tr>
<td>An estimate of a salary of $45,000 per staff member per year.</td>
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<tr>
<th>Additional Student Employment funds</th>
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<tr>
<td>With an increase in student engagement activities and taking over the Campus Tour program, there will be a need to have an increase in student employees. Currently the Orientation Leaders who work hard all year long to provide programs and support to new students are not compensated. They receive a $300 stipend at the beginning of the year and that’s it. With a continued need to have them more active during the year they should be compensated at an equitable rate. This would mean a need for a significant increase in the Student employment budget.</td>
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<tr>
<td>As estimate of an additional $33,000 in student employment for Orientation Leaders would allow for 25 Orientation Leaders to each receive $1,320 per year. This equates to approximately 2 hours/week plus 40 hours for the 2 Orientations (Spring &amp; Fall).</td>
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<th>Fiscal Needs</th>
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<td>Currently the GEAR UP grant covers approximately $35,000. When those funds are no longer available, in order to sustain and grow the New Student Programs office, there will be a need for an increase in funds. Currently approximately 98% of the annual budget is funded via Orientation fees, donations, or grants. This leaves 2% of the annual budget funded directly from the University. To maintain a stable and sustainable operating budget, this may need to increase. At minimum, an ability to cover the GEAR UP grant as that may not always be available.</td>
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Learning Outcome #1:
Through Orientation, student will feel connected to campus

How will this outcome be measured
After Fall New Student Orientation, a survey was conducted and the following questions were asked:

- I feel like Orientation helped me meet new friends
  - Strongly Disagree 0%
  - Disagree 14%
  - Agree 49%
  - Strongly Agree 37%

- Orientation Helped me connect with Professors
  - Strongly Disagree 8%
  - Disagree 29%
  - Agree 46%
  - Strongly Agree 16%

- Through Orientation I learned about resources and offices on campus
  - Strongly Disagree 0%
  - Disagree 7%
  - Agree 64%
  - Strongly Agree 29%

- I know how I can get involved on campus, if I wanted to do so
  - Strongly Disagree 0%
  - Disagree 12%
  - Agree 52%
  - Strongly Agree 36%

- I am planning to / have already got involved with a student organization or department on campus
  - Strongly Disagree 2%
  - Disagree 13%
  - Agree 55%
  - Strongly Agree 29%

Learning Outcome #2:
Through Orientation, students will be aware of the academic support services available to them

How will this outcome be measured
After Fall New Student Orientation, a survey was conducted and the following questions were asked:

- I gained skills and knowledge to help me be academically successful here at UH Hilo
  - Strongly Disagree 4%
  - Disagree 12%
  - Agree 57%
  - Strongly Agree 27%
• I have a better understanding of the academic requirements and expectation for which I am responsible
  o Strongly Disagree 0%
  o Disagree 9%
  o Agree 55%
  o Strongly Agree 36%

Learning Outcome #3:
Students will feel proud to be a UH Hilo student

How will this outcome be measured
After Fall New Student Orientation, a survey was conducted and the following questions were asked:
• I am proud to be a Vulcan
  o Strongly Disagree 0%
  o Disagree 4%
  o Agree 50%
  o Strongly Agree 46%
PART G: How can the Office of the Vice Chancellor for Student Affairs better assist with or support your unit’s mission, goals, priorities, etc.? Examples might include helping to change/update a policy, establishing a pathway for better communication with another unit on campus, receiving information about a particular issue, etc.

VCSA Support
The Vice Chancellor for Student Affairs office provides excellent support for the New Student Programs office. The following are ways in which the VCSA office can continue to support NSP

- Freshmen Village
  - Continue to push for resources to build the Freshmen Village program. This includes financial resources, furnishings & equipment for the Hale Kehau lounge, and other items identified in the needs assessment report.

- Financial Support
  - To support the growth of the New Student Programs office, additional financial resources would be helpful. This includes a larger G-funds budget, support to significantly increase the student employment funds available, or support to increase the registration fee for Orientation.

- Human Resources Support
  - Support in the development of a new First Year Student “cluster” and to hire additional professional staff members to grow the office and the support it can offer.

PART H: Are their additional comments or information you wish to provide? List attachments included with your submission.

N/A