The following activities are selected accomplishments in the development of various programs in the Office of Student Affairs from 2000-2007. Virtually all of these significant advances were accomplished through cooperation and leadership of the entire staff in the Office of Student Affairs.

**Admissions**

- Created a new transfer evaluation system allowing transfer students to learn of transfer possibilities within 14 days.
- Developed and managed an extensive recruiting relationship with the Western Undergraduate Exchange program (WUE).
- Facilitated extensive growth in the resident population.
- Installed contact management software for student prospect pool. This comprehensive system automatically manages communications campaigns.
- Managed growth of non-resident students.
- Built and developed recruiting programs to allow the university to grow 35% over the last five years.
- Developed a methodology for assessing recruitment effectiveness by managing recruitment by zones.
- Appointed an East Coast representative for recruitment of UH Hilo students.
- Appointed an Admissions Officer to focus on Native Hawaiian recruitment on the Island of Oahu.
- Appointed a Communications Manager to enhance all forms of communication, especially electronic, with potential UH Hilo students.
- Implemented admissions policies and programs to work with four new graduate programs and a new College of Pharmacy.
- Designed and implemented a quality control program to assure the accuracy of transfer information on students.
- Created special recruiting programs like the Dean’s Night, College Goal Sunday, transfer programs, UH Hilo College Night, Hawai‘i Community College transfer workshops, etc.
• Appointed an Assistant Director of Admissions as a transfer officer to put an appropriate emphasis on developing in-state transfer applications.
• Developed an online application process for UH Hilo.
• Worked closely with academic units to involve faculty in recruitment and yield activities.
• Worked closely with the Faculty Congress Admissions Committee to review policies.

**Advising Center**

• Created an autonomous and independent Advising Center for the campus.
• Moved the Center to include all of PB-2 to enhance services and space.
• Added a full time Clerk to the staff.
• Added three professional advisors to the Advising Center staff.
• Assumed the responsibility of doing graduation evaluation and certification.
• Expanded the use of the Advising Center to over 700 students a year.
• Created a Cyber Advising program.
• Expanded and enhanced a Summer Registration and Advising program.
• Provided information on advising to faculty and staff on a regular basis.
• Became active members of NACADA.
• Developed an implemented an annual Majors Day Fair.
• Organized an annual event aimed at encouraging and facilitating Hawai‘i Community College students to transfer to UH Hilo.
• Designed and updated important advising publications designed especially for UH Hilo.
• Expanded web presence with the reconstruction of the Advising Center website and moderation of an active department email and forum.
• Continued to serve as advisors to General (“undeclared”) students.
• Worked closely with the academic units to coordinate academic advising on campus.

**Campus Center**

• Currently there are building plans for the renovation and addition to include a new bookstore, food service, and student offices in the center.
• Designed and completed the Campus Center Plaza, Lava Landing and Cyber Café.
• Deeply involved in planning for the new Student Life Center.
• Planned and implemented a Student Leadership Development Training program.
• Hosted a significant conference on student journalism.
• Hosted two national leadership development programs for ACUI.
• Designed and implemented a new student fee structure for five years.
• Assisted in the development of the new Student Handbook.
• Added a professional advisor for student media programs.
• Created and developed an Advocacy Council.
• Developed and implemented a new digital student ID card system.
• Developed and implemented a new Service Learning program.
• Initiated new Board of Student Publications to stimulate the visual and written arts.
• Initiated and organize on an annual basis an alternative spring break program, “Break Thru Adventures,” which combines community service with travel throughout the Hawaiian Islands.
• Expanded a new student orientation program.
• Revived and expanded an orientation program for parents and family members of new students.

Career Center

• Created a new comprehensive Career Center for UH Hilo.
• Added three professional positions for the Career Center.
• Collaborated with the UHH Webmaster to design and implement a job listing system that currently services over 500 employers.
• Provided an array of workshops for students to train them on resume preparation, interview skills, and other skills to help them be successful in job searches.
• Helped design and implement a new online listing and hiring process for student workers at UH Hilo.
• Created and implemented a Student Employee of the Year award program for student workers.
• Implemented an online system for students to search for on-campus and off-campus employment.
• Participated actively in the accreditation effort for the College of Business and Economics.
• Hosted Fall and Spring semester Job & Internship Fairs to allow students to communicate and interact with potential employers.
• Created a Graduate School and Professional Career Fair.
• Designed a series of evening seminars to help students learn about potential professions.
• Moved into a new office in the Campus Center.
• Appointed a new full-time professional Career Counselor.
• Organized and offered programming for students interested in pursuing graduate and professional school.
• Developed a comprehensive testing program to be administered through the Career Center, including for tests such as the GRE, MCAT, LSAT, Praxis, etc.
• Coordinated and co-marketed Job Fairs with the 4-year institutions on Oahu to increase participation by mainland employers.

Counseling Center

• Coordinated the professional development activities for the entire Student Affairs program.
• Systematized and coordinated the contract renewal, tenure and promotion process for Student Affairs’ specialist.
• Designed outreach programs and initiatives to assist students on academic probation.
• Expanded counseling services to the University community with the addition of a third counselor to the staff as well as providing referrals to psychological services in the community.
• Collaborated with Housing in designing a new alcohol and drug education program.
• Convened a student affairs group which meets monthly to proactively respond to student issues, policies and concerns.
• Coordinated an ongoing project to outreach to students on first-time probation.
• Assumed leadership for providing psychological counseling and support to victims of sexual harassment and sexual assault.
• Collaborated with the graduate Counseling Psychology Program and Housing to establish an Outreach Counseling Center in the residence hall complex. Provide supervision for two second year-graduate interns.

Financial Aid

• Assisted with the coordination of the UH System Financial Aid program for all ten institutions.
• Eliminated over 60% of the paperwork required for students applying for financial aid.
• Implemented new programs for financial aid and debt counseling for students receiving financial aid.
• Implemented the B+ Scholarship program, the Centennial Scholarship program, Chancellor’s Scholarship program, the Pacific Islander Scholarship program, and other state and privately funded scholarship programs.
• Implemented the Alex and Kay Keith Scholarship paid for from a grant of $2.4 million given by the Keiths.
• Implemented a program to disperse electronically funds that are deposited now directly in the student’s bank account, eliminating long lines that at one time were needed to pickup checks.
• Developed new guidelines for satisfactory academic progress that students must meet in order to continue receiving financial aid.
• Maintained a turn-around time of two weeks from the time of application completion date to student award letter receipt date, and maintained immediate response to students and inquiries received via telephone, email and letters.
• Initiated “College Goal Sunday,” an annual event to assist high school students and their families with applying for financial aid, as well as sponsoring and organizing other workshops for students, families, and high school and community college staff.

Housing

• Extensive facility improvement.
  - Halls wired for the internet
  - Telephone wiring for most halls
  - Sprinkler system installed in residence halls
  - Municipal sewer connected to residence halls
  - Electrical upgrade for the halls
- New roofs installed for Hale Ikena
- Cable TV installed in common areas
- Building renovation to provide office for central staff
- Developed a cooperative relationship with off campus apartments to provide housing.
  - Waiakea Villas
  - Waiakea Lagoon View
  - Uncle Billy’s
  - University Palms
- Created and implemented a shuttle service for students staying in off campus housing.
- Created and implemented a system to assist students in seeking off campus housing.
- Implemented a planned rate increase annually for the last five years.
- Provided leadership to assist College of Pharmacy students in finding housing.
- Established substance free halls for most residence halls.
- Enhanced the residence hall judicial system.
- Developed and implemented a Student Handbook for Housing.
- Strengthened the staff training program.
- Implemented a mentor coordinator program for the Residence Halls.
- Implemented and evaluated a learning community pilot project.
- Implemented a Prince Kuhio Mall shuttle program.
- Deeply involved in the China-US Center planning project.
- Did early planning and financial analysis for the Nowelo Housing Project.
- Served as a liaison with many off campus housing projects.
- Created an Assistant Director for Residential Life position.
- Worked closely with Sodexho and the Physical Plant Managers to totally renovate the Hale Kehau Dining Hall.
- Implemented a special program with the Counseling Center and working with students abusing substances.
- Improved the Housing website to make it more user-friendly and informative.

**International Student Services**

- Expanded the international students attending the University of Hawai‘i at Hilo from 240 (in Fall 2000) to 405 (in Fall 2006).
- Implemented and managed the new Federal SEVIS program for all international students.
- Expanded the International Nights program.
- Expanded and enhanced United Nations Day.
- Greatly expanded the orientation program for new international students.
- Managed UH Hilo’s initial certification in 2003 and subsequent reporting responsibilities in the Department of Homeland Security’s Student and Exchange Visitor Information System (SEVIS), a web-based international student information and tracking system.
- Continued the Becoming Culturally Aware Program, in which international students visit local schools to teach students about their countries and cultures.
Kipuka Native Hawaiian Student Center

- Received two major grants from Title III for Hawaiian serving institutions equaling $4 million.
- Institutionalized Title III programs on to University funds.
- Added three new positions for 2007.
- Started courses and activities around Hawaiian learning opportunities for the campus community.
- Established an outreach program to reach students, faculty, and staff throughout the campus.
- Developed the concept of a comprehensive service center for Native Hawaiian Students to enhance retention and graduation.
- Renovated a portable building facility to a beautiful technologically sophisticated service center.
- Designed and built a Native Hawaiian welcoming facility adjacent to the Kipuka office.
- Designed and implemented a garden featuring Native Hawaiian plants.
- Increased the graduation and retention rate for Native Hawaiian students to a level above the campus average.
- Actively in raising the number of Native Hawaiian students on campus to 20%.

Minority Access and Achievement Program

- Expanded the PALS Peer Mentoring program.
- Strengthened and enhanced training for peer mentors.
- Developed the Filipino Initiative to enhance and strengthen efforts to recruit and retain Filipino students.
- Created and implemented the Taste of College campus visitation program for 2006 and 2007.
- Developed and implemented the Filipino Film Series program for 2006-2007.
- Added a new Academic/Recruitment Counselor that will begin work in 2007.
- Developed new rigorous and effective retention programs focused on Samoans, Filipinos, and Pacific Island students.
- Implemented and coordinated the Bridge to Hope Program, designed to support students on temporary assistance to needy families.

National Student Exchange

- Increased the numbers of students participating from around 60 to 200 participants in National Student Exchange.
- Appointed a full-time Director for the National Student Exchange program.
- Rated nationally as the second most popular National Student Exchange program in the United States.
- Greatly enhanced the numbers of activity and enrichment programs for NSE students.
- Assisted with the development of the “Islands and Beaches” video tape that is used to assist with transition and orientation activities with NSE students.
• Designed and implemented a special orientation program by working together with International and National Exchange Students.
• Initiated UH Hilo participation in the UH System NSE scholarship program for Hawai‘i residents.

Records

• Installed and implemented a new student records information system/Banner.
• Assisted in the establishment and implementation of the MyUH Portal system, which is a one-stop “self-service” web site that enables students to register for classes, check their grades, send and receive email, receive announcements, and view their financial account. It also enables more self-service for instructors.
• Implemented the new “STAR” system which is an online report of a student’s progress towards meeting degree requirements that a student can access at any time.
• Designed and implemented a new online portal to view articulation for a student transferring to UH Hilo from a number of institutions.
• Completed the implementation of a project to transfer all student records on microfiche to a digital, electronic format.
• Developed a new system to assure the accuracy of degree requirements in the catalog.
• Assisted the College of Pharmacy in the development of new academic requirements and reporting mechanisms for student records.
• Monitored campus compliance with FERPA regulations.
• Redesigned a new Associate Registrar position as a transition for the future.
• Worked with academic administrators to review University policies and revise them as necessary.
• Implemented procedural or automated methods to expedite and streamline document processing pertaining to enrollment certification and transcript preparation.
• Initiated participation with the National Student Clearinghouse, which would reduce the number of manual enrollment and degree verification requests and also help to track students who transfer and earn degrees at other institutions.

Student Development Program

• Provided leadership in the development of a new judicial system and a revised Student Conduct Code.
• Developed a process to work effectively with psychological issues among UH Hilo students.
• Developed and implemented the Chancellor’s Scholarship program for students graduating in the top ten percent of their high school classes.
• Developed the application for the Osher Re-Entry Scholarship program which provides $50,000 in scholarships and enables the University to possibly receive a $1 million endowed scholarship in the future and worked with the Financial Aid Office and Minority Access and Achievement Program to implement the program starting Fall 2007.
- Worked with the Business Office and Financial Aid Office to plan and implement in Fall 2007 an extended payment plan to allow students to pay for their tuition, fees, and other costs over an extended period.
- Extensive advising and support for Pacific Island students.
- Each year developed PCRs (Program Change Requests) for submission to the Hawai‘i State Legislature.
- Provided testimony and program management for Student Affairs priorities with the Hawai‘i State Legislature.
- Developed and administered a system to solicit requests for student employment funds and make allocations to units on campus.
- Developed and implemented a Parent’s Newsletter for UH Hilo.
- Assisted as a liaison between the Office of Student Affairs and the academic units.
- Provided assistance to students with special problems that needed a resolution, such as requesting tuition refunds.
- Worked with the UH System to develop an electronic communication system to reach students at UH Hilo and initiated a weekly mass email sent to all students about the week’s events, activities, deadlines, opportunities, announcements, etc.
- Created and implemented the “Islands and Beaches” video tape for student transitions.
- Provided leadership with an academic unit to implement an annual symposium on diversity and its implications for UH Hilo.
- Responded to and resolve complaints made by students and parents involving a myriad of student-related issues.
- Conducted a pilot project on Supplemental Instruction.
- Worked with students who were unable to meet tuition payment plans and established payment plans so that they would be able to stay enrolled at UH Hilo.

**Student Health Services**

- Developed and implemented a new system to track student immunization records.
- Developed a new computer tracking system for student records and immunizations.
- Purchased and implemented a defibrillator for UH Hilo.
- Added two part-time physicians to provide services for UH Hilo.
- Continued and strengthened the Women’s Health program for the University of Hawai‘i at Hilo.
- Received a grant and implemented a program for awareness for Hepatitis B.
- Implemented a new $7.00 Student Health Fee per semester to strengthen and advance the program.
- Added a part-time Clerk to the staff.
- Began implementing a system to collect insurance to pay for eligible students.
- Received grants from the Office of Family Planning which enables Student Health Services to continue to offer free family planning services and supplies to income-eligible students.
- Improved monitoring of health clearance requirements.
**Student Life Center**

- Created and developed a new Student Life Center to provide recreational and personal development activities to begin in March 2008.

**Student Support Services Program**

- Successfully wrote a grant for a renewed Student Support Services Program for the future.
- Ranked in the top 10% of all grant proposals submitted, and therefore received an additional year of federal funding.
- Met all federal goals for the numbers of students served and the retention and graduation rate of those students.
- Continued to offer GRE preparation classes to students considering graduate school.
- Offered one-on-one and small group tutoring annually for 206 students.
- The persistence and graduation rate of SSSP participants is almost three times that of the UH-Hilo campus at large.
- Developed an Student Support Services Program website
- Increased outreach to students within the state of Hawaii and in WUE states on the continental US.
- Coordinate the Student Development Workshops
- Provide admission to cultural events
- Hosts reception in Spring and Fall for our graduates and their families
- Selected by the New Moon Foundation to serve the Kohala First Year Scholarship recipients in the program
- Serve as a site for community service for E `Imi tuition waiver recipients, assisting those with Native Hawaiian ancestry
- Provide Supplement Grants to qualifying participants.
- Provide a Writing Intensive 3-credit University 101 class in academic and college success.
- Collaborate with University Disability Services to provide assistance to participants with documented disabilities.

**University Disability Services**

- Designed and opened a new office for University Disability Services.
- Increased the number of disabled students served from 10 to 75.
- Continued to offer and conduct faculty training and professional development programs to better serve students with disabilities.
- Worked with the Physical Plant leadership to greatly increase the accessibility of the campus.
- Improved assistive technology on campus, such as installing software programs in testing rooms, assisting the Media Center with installing and operating captioning software for videotapes, and providing resource information on the website and to the Director of Technology and Distance Learning.
• Working on a special testing program for learning disabled students with the Psychology Department and the Teacher Education Program.
• Organized a Disability Resource Fair.
• Improved campus-wide communication access by implementing a network of TTY system for deaf and hard-of-hearing individuals’ access to University offices.
• Implemented cross-diversity components into office programs and services.

Upward Bound Programs

• Provided Upward Bound activities for 135 students in a classic Upward Bound Program and a Math/Science Upward Bound Program.
• Wrote three grant applications for new Upward Bound programs in the future.
• Appointed a new Director for the Upward Bound Programs that was a nationally recognized Senior Upward Bound Administrator.
• Modified and strengthened the Upward Bound Summer Program at UH Hilo.
• Reorganized and implemented new staff responsibilities in Upward Bound.
• Made concrete plans to host the 2008 WESTOP conference on the Big Island.
• Established two annual scholarships for Upward Bound students who enroll at UH Hilo.

Women’s Center

• Increased the Director position from 40% to 100% effort.
• Changed the focus of the Women’s Center to education and awareness of women’s issues.
• Implemented and hosted a speaker series, fiction and poetry readings, etc.
• Added an additional room to the facility creating a Women’s Center concept.
• Strengthened and implemented a Women’s History Month.
• Strengthened and expanded the Take Back the Night program.
• Implemented a course on GLBT issues to the Sociology Department.
• Conducted and organized programs and training to enhance campus safety.
• Assisted victims of sexual assault and sexual harassment.

General Accomplishments

• Significant personnel and operating budget growth over the last seven years.
• Received $27 million for the new Student Services Center building.
• Received over 20 new positions in 2006 and 2007 from the Hawai‘i State Legislature.
• Implemented a nationally known Student Personnel Graduate Internship summer program.
• Assisted with WASC accreditation project that was awarded for ten years.
• Assisted in increasing the retention rate (freshmen to sophomore) by 9.5% over the last seven years.
• Assisted with increasing the graduation rate between two and three percent over the last seven years.
• Built a new strategic plan for the Office of Student Affairs.
• Did preliminary work for reorganization of the division.
• Implemented a new professional annual evaluation program for staff members in Student Affairs.
• Assisted with academic policy revision for the university.
• Participated in the Belize Consortium for Educational Cooperation.
• Designed and in the process of implementing a new student judicial program.
• Initiated and coordinated a system of program reviews for all programs within Student Affairs.
• Received an award in 2003 from the NCAA for academic achievement, earning a #1 ranking in NCAA Division II for retention and graduation rates of student-athletes.
• Supported and facilitated the establishment of a new University student-operated radio station.
• Began using electronic survey software so that students can be surveyed easily and quickly on a wide range of topics, issues and concerns.
• Reviewed surveys that are conducted periodically and worked with the Institutional Research Analyst to improve and revise the surveys.
• Initiated a parents’ fundraising annual campaign, with the assistance of the UH Development Office. Funds are used for an emergency crisis fund and to support other student activities.
• Developed and implemented an Annual Program Review process.