University of Hawai'i Maui College
STUDENT AFFAIRS - EDUCATIONAL OPPORTUNITY CENTER
2013 – 2014 PROGRAM REVIEW

MISSION STATEMENT

The EOC programs mission is to increase the number of Maui County adult participants who enroll in postsecondary education institutions, with particular emphasis on those who come from low-income families and potential first-generation college students.

FUNCTIONAL STATEMENT

The Educational Opportunity Center is a fully funded TRIO program sponsored by the United States Department of Education and hosted by the University of Hawai'i Maui College and is housed under Student Affairs. EOC is committed to providing full student support services that embrace the spirit of Aloha, Collaboration, Respect and Student Achievement.

The Educational Opportunity Center's specific goals are to serve Maui County adults from disadvantaged backgrounds (low-income, first-generation) and military-connected adults complete secondary education and enroll in programs of postsecondary education (20 U.S.C 1070a-11 and 1070a-16).

The Educational Opportunity Center provides comprehensive admissions and financial aid services, in addition to fundamental support so that each participant is empowered to enter college with minimal obstacles and barriers.

SPECIFIC FUNCTIONS

- Identify eligible Maui County residents who are not currently enrolled in a postsecondary educational program, and are low-income, potential first-generation, and/or military connected.

- Recruit and select 1456 (1380 in 2013) eligible participants annually who qualify as being low-income, potential first-generation, or military connected in compliance with grant regulations.

- Maintain accurate records and documentation to meet federal reporting requirements.

- Monitor and insure full programmatic compliance with all federal, state, and university policies, regulations and procedures.

- Prepare comprehensive, accurate and timely reports required by federal agencies, state agencies, and the University of Hawai'i.

- Oversee and support the EOC office located at the Molokai Education Center.

- Pursue continued professional development opportunities to ensure staff knowledge of current recognized professional standards and the development of leadership skills.

- Assist participants in acquiring comprehensive skills necessary for student success in post-secondary education.

- Provide free SAT and ACT fee waivers, college application waivers and free online tutorial for senior high school participants.

- Promote student success and retention by providing a safe environment with an atmosphere of open communication, integrity, and mutual respect.

- Provide high quality and comprehensive services, including the college search and application process, admissions advising, and transfer assistance.

- Assist participants with completing their FAFSA while educating them how to do the FAFSA independently.

- Advise participants about student loan requirements and the cost of taking loans, empowering the participant to make informed financial decisions.

- Guide participants on scholarship searches, applications, and personal statements.

- Utilize current and emerging technologies to provide streamlined and enhanced services.

- Promote financial literacy through advising and hands on experience with online money management and college affordability tools.

- Assist participants in career exploration by providing access to career assessment, goal setting strategies, and occupational searches.

- Guide participants on the GED achievement process.

- Provide participants resources for continued support services.

o Conduct group presentations:
  - Overview of EOC services to agency administrators and counselors.
  - Career exploration and/or scholarship workshops to small groups of potential students on or off-campus (including state agencies).
  - Public workshops for Financial Aid information and application assistance.
  - Provide assistance with the FAFSA filing through group laboratories.

o Outreach
  - Participate in community events, including local career and educational fairs (Appendix, Table 6).
  - Periodic visitations to outlying communities to include Hana and Lanai.
  - Regular visits (weekly/monthly/as need) to various locations, including local high schools and community agencies.

SUMMATIVE DATA
EOC
Project Years 2011-2013
(Project Year runs from September 1 – August 31)

The Educational Opportunity Center stipulations and objectives are standardized by the U.S. Department of Education. EOC is currently in its fourth year of a five year grant cycle. On October 26, 2010, new program regulations were enacted to comply with the Higher Education Opportunity Act (HEOA, Public Law 110-315) of 2008. FY 2011-2012 is the first year of the five year grant cycle during which EOC projects are required to adhere to the new regulations (Department of Education, 2008). The "new" objectives are presented in the summative data following the objectives from the prior grant cycle. In 2013, EOC received a 5% reduction in government funding; there for participant requirements were also reduced by 5%. EOC participant demographics are shown in the Appendix, Tables 1-5 and Charts 1-6.

Participants

Institutional Goals	OBJECTIVE 1	FY 11-12	FY 12-13	FY 13-14
				Data is provisional as 13-14 APR has not yet been completed.
Recruitment *Access* *Table & Chart 1*	Provide college access services to **at least 1456** Maui County adults and/or high school senior-age potential college students. At least two-thirds (66.7%) will meet federal low income and first-generation student status. *FY 13-14 access services to **1380** Maui County Adults	1765 participants were served. (Approx. 20% over objective). 78% (1375/1764) were both low-income and first generation Participants increased by 12% FY 10-11: 1550 FY 11-12: 1765	1469 participants were served. 76% (1120/1469) were both low-income and first generation Participants decreased by 17% FY 11-12: 1765 FY 12-13: 1469	1399 participants were served. 72% (1001/1399) were both low-income and first generation Participants decreased by 5% FY 12-13: 1469 FY 13-14: 1399

2013 Actions: Identified and recruited eligible participants through over 200 community outreach events (see Appendix, Table 6). Continued contacts with agencies such as the Department of Vocational Rehabilitation, the U.S. Department of Veterans Affairs and the Molokai Education Center to actively recruit their residents. Increased EOC presence and participation at Maui County high schools (Appendix, Chart 6). EOC Molokai adviser continues as the liaison for Lanai.

EOC's Request for Service (RFS) application has been simplified and modified to expedite the approval process. With no prior notification, the DOE changed the questions on the Annual Performance Report (APR) for PY 11-12. EOC's Request for Proposal was again updated for the PY 13-14 year to coincide with the new APR.   EOC has

continued to offer walk-in services five days a week. Walk-in services combined with set appointments has allowed for EOC to serve a greater number of participants and reduce the amount of "no-shows". EOC applicants can be approved immediately if they wish to walk-in or by the end of the day if they want to make a future appointment. Approving participants on the spot has improved services and lowered applicant attrition.

2014 Actions: EOC continues to work with community partners and UHMC to recruit eligible participants. EOC continues to investigate the use of current and emerging technologies in effort to provide comprehensive services Lanai.

Secondary School Diploma

Institutional Goals	OBJECTIVE 2	FY 11-12	FY 12-13	FY 13-14
				Data is provisional as 13-14 APR has not yet been completed.
Persistence *Secondary School Diploma or Equivalent*	**20%** of participants who did not have a secondary school diploma or its equivalent **will receive a secondary school diploma** or its equivalent.	356 participants did not have a secondary school diploma or its equivalent. 82% (293/356) participants received a secondary school diploma or equiv. No comparison as requirements changed from prior Program Cycle FY 11-12: 293	402 participants did not have a secondary school diploma or its equivalent. 96% (401/416) participants received a secondary school diploma or equiv. Participants increased by 37% FY 11-12: 293 FY 12-13: 401	464 participants did not have a secondary school diploma or its equivalent. 97% (451/464) participants received a secondary school diploma or equiv. Participants increased by 14% FY 12-13: 401 FY 13-14: 464

2013 Actions: Continued working with the McKinley Community School Maui Campus. Due to the changes in Federal Financial Aid requirements, students must have a high school diploma or equivalent to qualify for financial aid. With the new grant cycle, EOC participants must receive their secondary school diploma or equivalent within the program year they were accepted. Previously, the objective was to get participants enrolled in a continuing education program without regards to program completion. EOC has established a referral system with McKinley Community School to ensure students have a smooth transition from the GED program into postsecondary education. EOC has extended services to Kihei Charter School.

Because Maui County does not have a TRIO Talent Search program, EOC can recruit high school seniors. This year, all but one (1) high school EOC participants successfully completed their senior year. See Appendix, Chart 6 for high school participant numbers.

2014 Actions: EOC continues to collaborate with the high schools and McKinley Community School Maui Campus. Advisers continue to meet with students on their perspective campuses on a regular basis to increase access to services. EOC is focusing more recruitment efforts by strengthening relationships with smaller private and charter schools.

Postsecondary Admissions Application

Institutional Goals	OBJECTIVE 3	FY 11-12	FY 12-13	FY 13-14
				Data is provisional as 13-14 APR has not yet been completed.
Post-Secondary Enrollment *College Application*	**45%** of HS seniors or grads or equivalent, and *not already enrolled in a post-secondary* educational institution will apply for postsecondary admission.	79% (1043/1327) applied for college FY 11-12: 1043 No comparison as requirements changed from prior Program Cycle	82% (964/1175) applied for college Participants decreased by 8 % FY 11-12: 1043 FY 12-13: 964	88% (1062/1201) applied for college Participants increased by 8 % FY 12-13: 964 FY 13-14: 1062

2013 Actions: EOC advisers continue to use STAR Degree Audit System as a regular tool in advising students. Utilizing actual student academic records has enabled the advisers to provide participants more in-depth services. This technology has been instrumental in enhancing the quality of advising participants receive.

EOC advisers regularly check if students have completed the application process, if the participant needs to clear monetary holds, submit health clearance records, or complete COMPAS testing. Utilizing STAR has significantly reduced EOC's reliance on the UHMC Admissions and Records Office for student information.

Future Actions: EOC will continue to research and implement new technology to streamline services.

Institutional Goals	OBJECTIVE 4	FY 11-12	FY 12-13	FY 13-14
				Data may fluctuate as 13-14 APR has not yet been completed.
Affordability *Financial Aid*	**70%** of HS seniors or grads or equivalent, *and not already enrolled in a post-secondary educational institution* will apply for financial aid for post-secondary education.	87% (1152/1327) applied for financial aid for college No comparison as requirements changed from prior Program Cycle FY 11-12: 1152	83% (974/1175) applied for financial aid for college Participants decreased by 18% FY 11-12: 1152 FY 12-13: 974	80% (964/1201) applied for financial aid for college Participants decreased by 2% FY 12-13: 974 FY 13-14: 964

2013 Actions: EOC continued the use of STAR Degree Audit System on a regular basis. This enabling EOC staff to verify if a participant has incomplete information required by the Financial Aid Office, if student has been awarded financial aid, and if they have accepted aid.

Access to STAR has reduced the need for referring students to the Financial Aid Office as advisers can work directly with the participant on completing much of the financial aid process.   In addition, we have significantly reduced the need to contact the Financial Aid Office for information regarding EOC participants.

EOC has assisted the Financial Aid Office by calling students who did not file the FAFSA to encourage them to file.

In addition, EOC continues the use of social media to promote programs, events, and financial aid/scholarship information on Facebook. Friends of our Facebook page quickly receive educational and financial related information.

2014 Actions: To ensure that all students receive the necessary help, EOC will continue to work with the Financial Aid Director on a process of referring students who do not meet EOC's eligibility requirements to the Financial Aid Office for FAFSA filing assistance.

EOC will continue to provide one-on-one FAFSA filing assistance by appointment or walk-in, conduct FAFSA open laboratories and workshops, and collaborate with the Financial Aid Office on outreach events.

Institutional Goals	OBJECTIVE 5	FY 11-12	FY 12-13	FY 13-14
Post-Secondary Enrollment *College Enrollment*	**35%** of HS seniors or grads or equivalent, *and not already enrolled in a post-secondary educational institution* will enroll in postsecondary program.	58% (766/1327) enrolled in college No comparison as requirements changed from prior Program Cycle FY 11-12: 766	56% (662/1179) enrolled in college Participants decreased by 16% FY 11-12: 766 FY 12-13: 662	61% (724/1186) enrolled in college Participants increased by 9% FY 12-13: 662 FY 13-14: 724

2013 Actions: During the summer, EOC conducted a phone campaign to contact all EOC participants who were not enrolled in school to offer assistance and encourage them to register.

EOC utilizes the National Student Clearinghouse to track participant enrollment in postsecondary education. We are unable to track every participant due to several institutions not reporting to the National Student Clearinghouse. In addition there are often variations of how student's names are submitted based on what name they provided EOC on the Request for Service form.

Moreover, STAR has enabled EOC to find participant enrollment information for students who are enrolled within the UH System, but do not appear on the National Clearinghouse report.

2014 Actions: Continue to work closely with our participants to ensure they have a supportive and productive experience in the admissions and registration process. Advisers at EOC are working with the student to complete the Counseling Office's Maui CARL prior to them making academic counseling appointments. EOC will continue to help students feel more connected to the University prior to their first semester of attendance.

OBJECTIVE 3: PSE ENROLLMENT		
STUDENT LEARNING OUTCOME	**ACHEIVEMENT EXAMPLES**	**RELATED ACTIVITIES**
Participant will develop skills to successfully navigate the college admission process and be able to apply to college.	▪ Complete at least one (1) college application ▪ Write a personal statement ▪ High School seniors will take SAT ▪ Uses college application fee waivers	▪ Pre-admissions college search and general advising ▪ One-on-one admissions assistance ▪ Review and proof personal statements ▪ Provide high school seniors SAT waivers ▪ Provide high school seniors college application fee waivers ▪ Referrals to Kuina and/or Pai Ka Mana
ASSESSMENT		
Formative assessment completed by the following: ▪ Collecting supporting documentation and keeping precise records on each participant ▪ Utilize STAR to track students application status ▪ Enrollment reports provided by National Student Clearinghouse ▪ Lists of students who received SAT waivers and confirmations lists ▪ Lists of students who received college application fee waivers		
RESULTS		
▪ 910 new participants applied for college ▪ 401 out of 458 high school seniors applied for college ▪ 309 out of 458 high school seniors enrolled in college ▪ SAT & ACT usage statistical data unavailable at time of report ▪ Received 200 ACT & SAT waivers in late August 2014.		
FUTURE IMPROVEMENTS		
▪ Continue to work with ACT and College Board to receive fee waivers early enough for the students to be able to utilize them. ▪ Work with ACT to get statistical data regarding the use of the waivers that EOC provided participants.		

OBJECTIVE 4: FINANCIAL AID		
STUDENT LEARNING OUTCOME	**ACHEIVEMENT EXAMPLES**	**RELATED ACTIVITIES**
Participant will be able to demonstrate the ability to utilize technology to successfully navigate the online FAFSA application.	▪ Successfully submit FAFSA online with the assistance of an EOC adviser ▪ Successfully submit FAFSA online on their own ▪ Successfully accept financial aid award online utilizing MyUH.	▪ One-on-one FAFSA assistance ▪ Hands-on FAFSA workshops and laboratories ▪ EOC computer bank ▪ Providing one-on-one assistance with computer navigation

ASSESSMENT

Formative assessment completed by the following:

- Utilize STAR to track participants financial and registration status
- Collecting supporting documentation and keeping precise records on each participant
- Recording one-on-one appointments where participants apply for FAFSA online with an adviser
- Participant does not return to EOC the following year to submit FAFSA, and successfully receives financial aid award
- Review participant contact notes for indication of prior computer use deficiency

RESULTS

- 964 completed the FAFSA online – 805 were new participants
- 725 participants registered for courses online – 594 were new participants

FUTURE IMPROVEMENTS

- Develop and conduct annual participant survey to measure participants perceived improvements
- Work closely with the Financial Aid Office for participant aid status
- Will promote basic computer courses through Continuing Education

OBJECTIVE 4: FINANCIAL AID		
STUDENT LEARNING OUTCOME	**ACHEIVEMENT EXAMPLES**	**RELATED ACTIVITIES**
Participant will be able to differentiate between the many different forms of educational financial assistance.	▪ Will be able to name three (3) different forms of educational financial assistance ▪ Will be able to differentiate between subsidized and unsubsidized loans ▪ Will apply for at least one (1) scholarship	▪ One-on-one FAFSA assistance ▪ Hands-on FAFSA workshops and laboratories ▪ Advising sessions ▪ Scholarship workshops

ASSESSMENT

Formative assessment completed by the following:

- Utilize STAR to track participants financial status
- Collecting supporting documentation and keeping precise records on each participant
- Recording one-on-one appointments where participants apply for FAFSA online with an adviser

RESULTS

- Unable to track students that completed scholarship applications with Adviser as there wasn't the ability to differentiate the students in our student database. Have been entering data as they apply and also when they are awarded.

FUTURE IMPROVEMENTS

- Develop and conduct annual participant survey
- Administer a short quiz to each participant after FAFSA advising session
- Participant feedback on financial aid workshop and lab assessments
- Will Promote Financial Aid Office sponsored presentations and workshops available from November through February

PROGRESS TOWARDS UH SYSTEM STRATEGIC OUTCOMES AND PERFORMANCE MEASURES	

Increase Going Rates of Public & Private High Schools to UH Campuses	Academic Preparation for Postsecondary Education:
	▪ Academic Advising
	   - Advisers meet with students at high school campus
	   - Partnership with HS counselors
	   - Encourage taking SAT/ACT (provide fee waivers) and/or COMPASS Placement Test
	   - Assistance with registering for SAT/ACT
	   - Parent/student advising sessions
	   - Provide college application fee waivers
	   - Education and Career pathways exploration
	
	▪ Social Media
	   - Promote UH programs, scholarships, activities and events on EOC Facebook page
	▪ Tutoring
	   - Basic COMPASS testing tutoring available

	Career Exploration: ▪ Career Information database/assessments to explore careers & complete assessments
	College Exploration: ▪ Hawaii College & Career Fair
Increase UH Degrees & Certificates of Achievement Earned	Assistance Enrollment: ▪ Assistance w/completing college applications, to include UHMC ▪ Assistance with completion of FAFSA, financial aid forms, and scholarship searches ▪ Workshops on writing personal statement ▪ Assistance with setting up MyUH ▪ Assistance with completing Maui CARL ▪ Assistance with registration
	Support for participants enrolled at UHMC ▪ Assistance with course selection and registration ▪ Computer bank ▪ Resource referrals and limited personal counseling ▪ Assistance with scholarship searches and applications ▪ Career and Academic Pathways advising
Increase UH Disbursement of Pell Grants	▪ Assistance with completing FAFSA
	▪ Financial Aid and Scholarship workshops
	Financial Literacy: ▪ Assistance with FAFSA4caster ▪ Assistance with completing Life Skills
Increase Degree Attainment of Native Hawaiians at UH	Native Hawaiian: ▪ 37% (approximate) of new participants for PY 13-14 identify as Native Hawaiian (only race) ▪ 30% of new participants for PY 12-13 identify as Native Hawaiian (only race)
Increase UH Extramural Fund Support	Funding: ▪ EOC is funded by the U.S. Department of Education for a five year period totaling $2,134,955. Annually: $426,991.

Increase UH Degrees in STEM Fields	▪ Promote participants to consider STEM fields. ▪ Promote STEM programs such as Kahikina O Ka Lā

BUDGETARY CONSIDERATIONS & IMPACT

In the 2012-2013 project year, union negotiated employee fringe benefit rates rose approximately 4%, adding nearly $13,000 annually for operational costs. To account for this increase, EOC drastically cut its budget for materials and supplies as well as travel and training expenses.

In addition to local cost increases, the U.S. Government fell off the fiscal cliff at the end of 2012.   In an effort to decrease the national budget, the U.S. Government had to look at different areas to reduce spending. As EOC is a federally funded TRIO program and is a discretionary grant, it received a 5.23% reduction in funding for the 2013-2014 project year. This rate cut was better than the expected 8% funding cuts.   In direct correlation with the reduction in budget, EOC's number of participants required to serve was also reduced by 5% (from 1456 to 1380). Currently EOC has six (6) full-time staff, one of whom is located on Molokai, all who took a reduced schedule for three months or longer to support the EOC budget.

CONSIDERATIONS FOR PROGRAM REVIEW

Engaged Community

The Educational Opportunity Center has a Program Advisory Committee (PAC) comprised of twelve (14) community partners. This year, EOC updated its PAC members to better address current issues.

Aloha House
Alu Like
Kaiao
Kamehameha Schools Extension
Lanai Education Center
Maui High School
McKinley Community School, Maui Campus (formerly Maui Adult Education)
Molokai Education Center
Queen Lili'uokalani Children's Center
UHMC Career Link
UHMC Financial Aid
U.S. Department of Veterans Affairs, Vocational Rehabilitation
Vocational Rehabilitation and Services for the Blind Division
Workforce Development

Once per program year, EOC invites the members of PAC to meet to discuss objectives, updates and changes to the EOC program. At this time, the PAC members have the opportunity to ask questions and provide constructive feedback regarding EOC.   EOC held its PAC meeting on July 10, 2013 where the newly developed Student Learning Outcomes was presented for PAC feedback.

Recognize and Incorporate Best Practices

EOC is an office which supports professional development and training for all staff members. Funds permitting, EOC staff has the opportunity to attend local, state, and national meetings and conferences with their peers in

other TRIO programs. Attending these trainings is pertinent for EOC staff to learn about new and emerging practices and provides for the opportunity to collaborate with other EOC programs.

Planning and Policy Considerations

EOC is limited in modifying its program by its grant. However, EOC continues to make adjustments to its operations based on community and campus needs.   During the new grant cycle, EOC has increased accessibility to services by simplifying the application, expediting the approval process, and implementing walk-in services on a daily basis. Since these changes have been implemented, there has been a significant reduction in appointment "no-shows". EOC appointment reports indicate that within the same time period (February 1 – December 4) in 2010, 2011, 2012, and 2013 "no-shows" continue to decline. In 2013 there was a total of 104 "no-show's; 2012 (174); 2011 (499); 2010 (581). (Refer to Table 7)

Even with EOC assisting over 1380 participants during the 2013-2014 program year, there continues the need to assist potential students who do not meet the EOC federal eligibility guidelines.

Budgetary Consideration and Impact

By continually meeting and/or exceeding the objectives set forth in the EOC grant, it is evident that operational, supply, and capital budget needs are grounded in evidence of assessment and analysis.

EDUCATIONAL OPPORTUNITY CENTER
Program Participant Profiles

Table 1
ELIGIBILITY

	# of Participants	Percentage
Low income only	123	9%
Potential first-generation college student only	216	15%
Low-income & potential first-generation college student	1001	72%
Other (not low income or potential first generation)	59	4%

Total Count: 1399

Chart 1
ELIGIBILITY

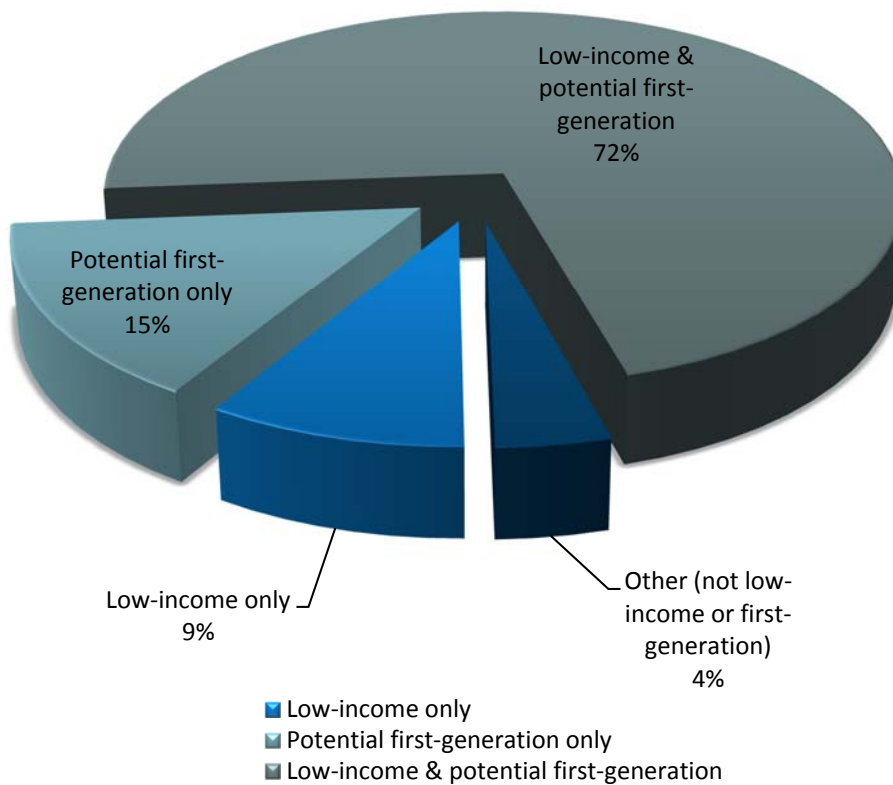Educational Opportunity Center Participants ELIGIBILITY

Table 2
ETHNICITY

For federal reporting, participants who indicate that they identified as multiple races with Hispanic are reported as "Hispanic". Participants who indicate they identified with more than one race are not reported under a specific race, but in the category of "More than one race reported".   Beginning FY 2013-2014 EOC will start tracking those who indicate "Native Hawaiian or Other Pacific Islander" separately to get a more accurate measure. This new tracking method has revealed that the number of people identifying with Native Hawaiian or Other Pacific Islander is approximately 10% greater. As we are unable to differentiate "Native Hawaiian" from "Other Pacific Islander", the result are biased in favor of Native Hawaiian.

	# of Participants	Percentage
Native Hawaiian or Other Pacific Islander	376	27%
Black or African American	12	> 1%
Asian	312	22%
American Indian or Alaska Native	12	> 1%
White	229	16%
Hispanic or Latino (includes those who identified with multiple races)	166	12%
Two or more races, non-Hispanic/Latino	290	21%
No response or none recorded	2	> 1%

   Total Count: 1399

Chart 2
ETHNICITY

Educational Opportunity Center Participants ETHNICITY
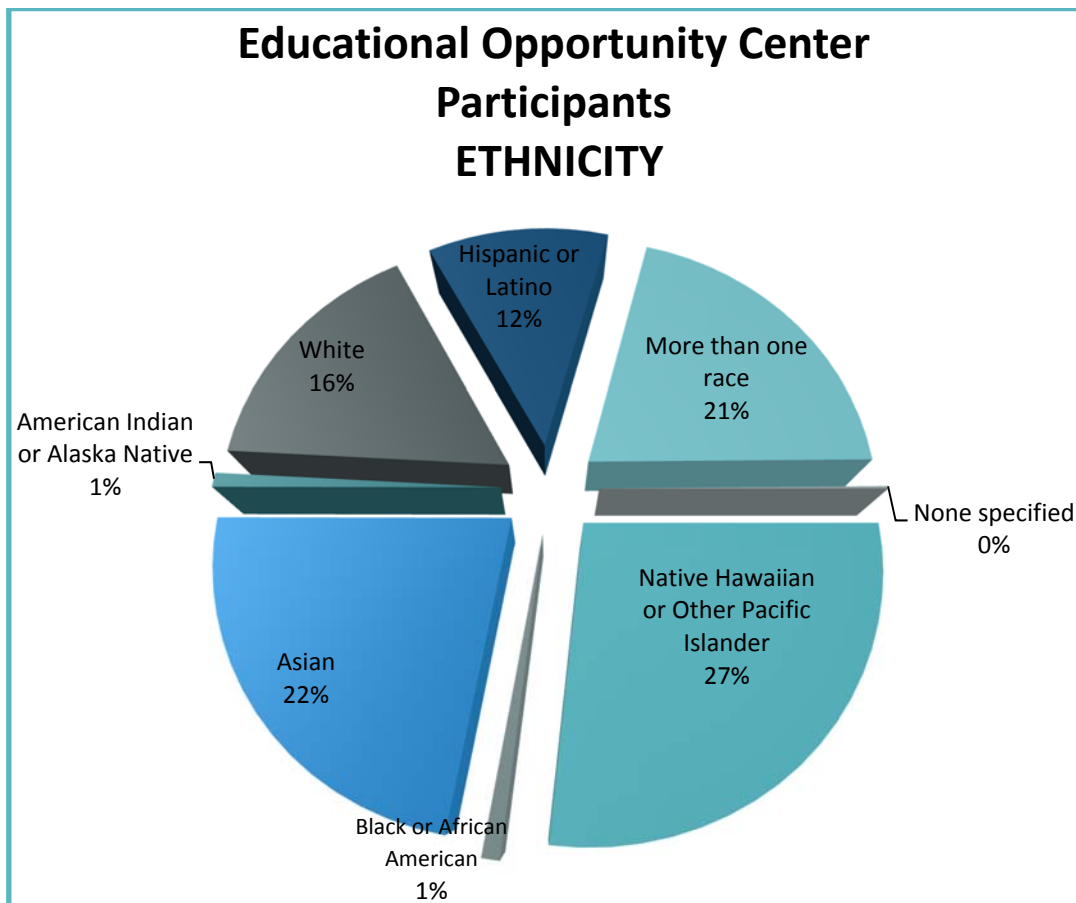
Table 3
AGE SUMMARY

	# of Participants	Percentage
(none recorded)	0	0%
Age 14-18	579	41%
Age 19-27	304	22%
28 & above	516	37%

Total Count: 1399

Chart 3
AGE SUMMARY

Educational Opportunity Center Participants Age
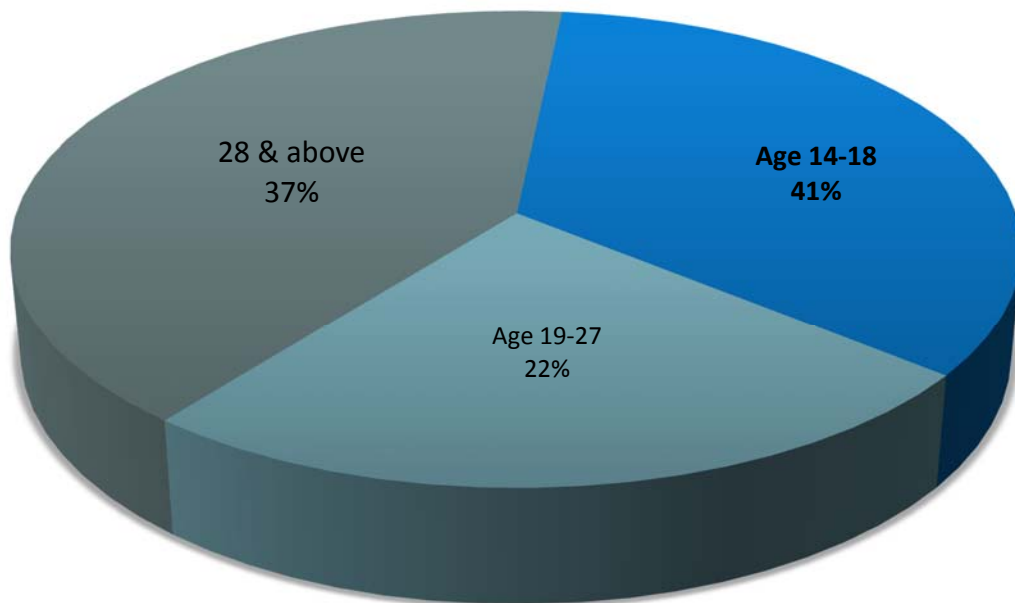
■ Age 14-18   ■ Age 19-27   ■ 28 & above

28 & above
37%

Age 14-18
41%

Age 19-27
22%

Table 4
GENDER

	# of Participants	Percentage
Male	570	41%
Female	829	59%

Total Count: 1399

Chart 4
GENDER

Educational Opportunity Center Participants GENDER
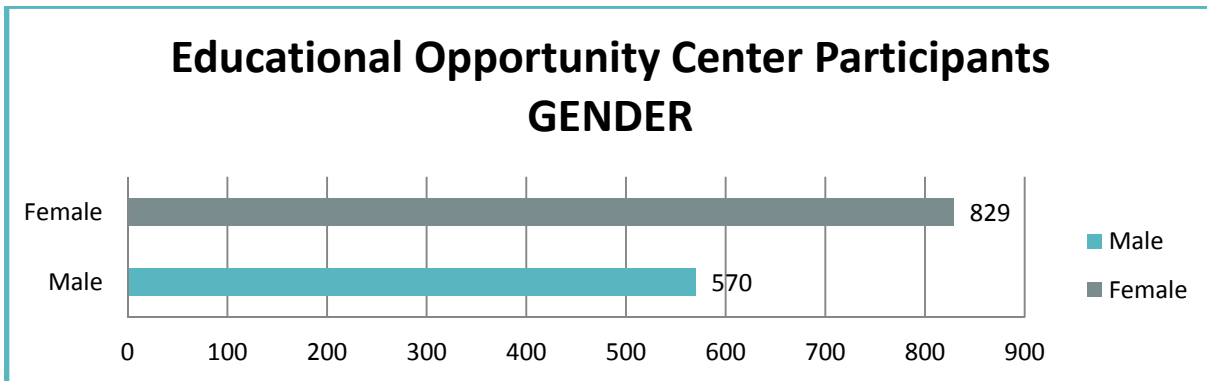
Table 5
VETERAN STATUS

	# of Participants	Percentage
Veterans	35	2.5%
Active Duty Military	3	.21%
Spouse of Active Duty Military	1	> 1%
Child of Active Duty Military	0	0

Total Count: 1399

Chart 5
VETERAN STATUS

Educational Opportunity Center Participants MILITARY AFFILIATION
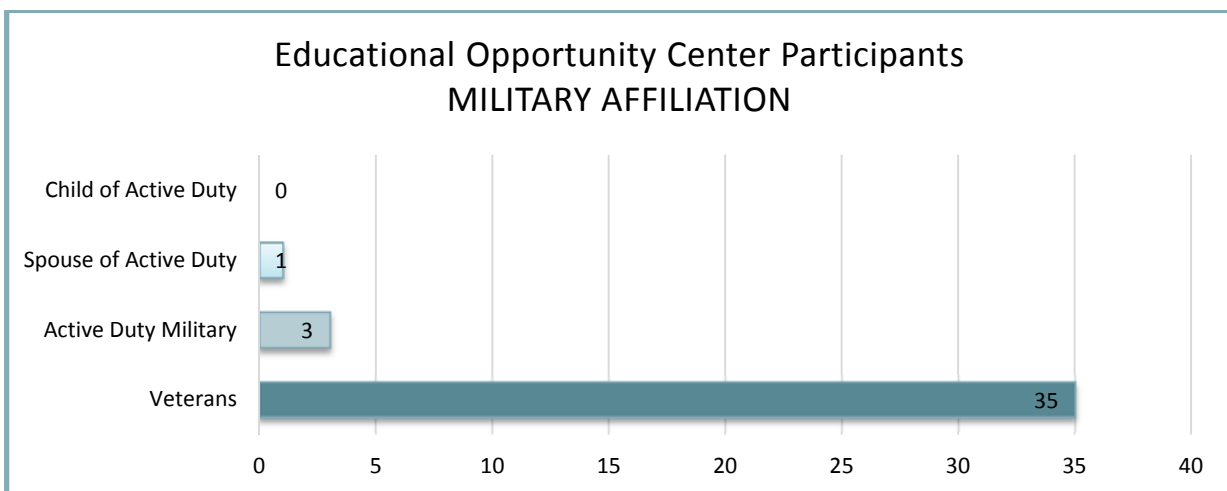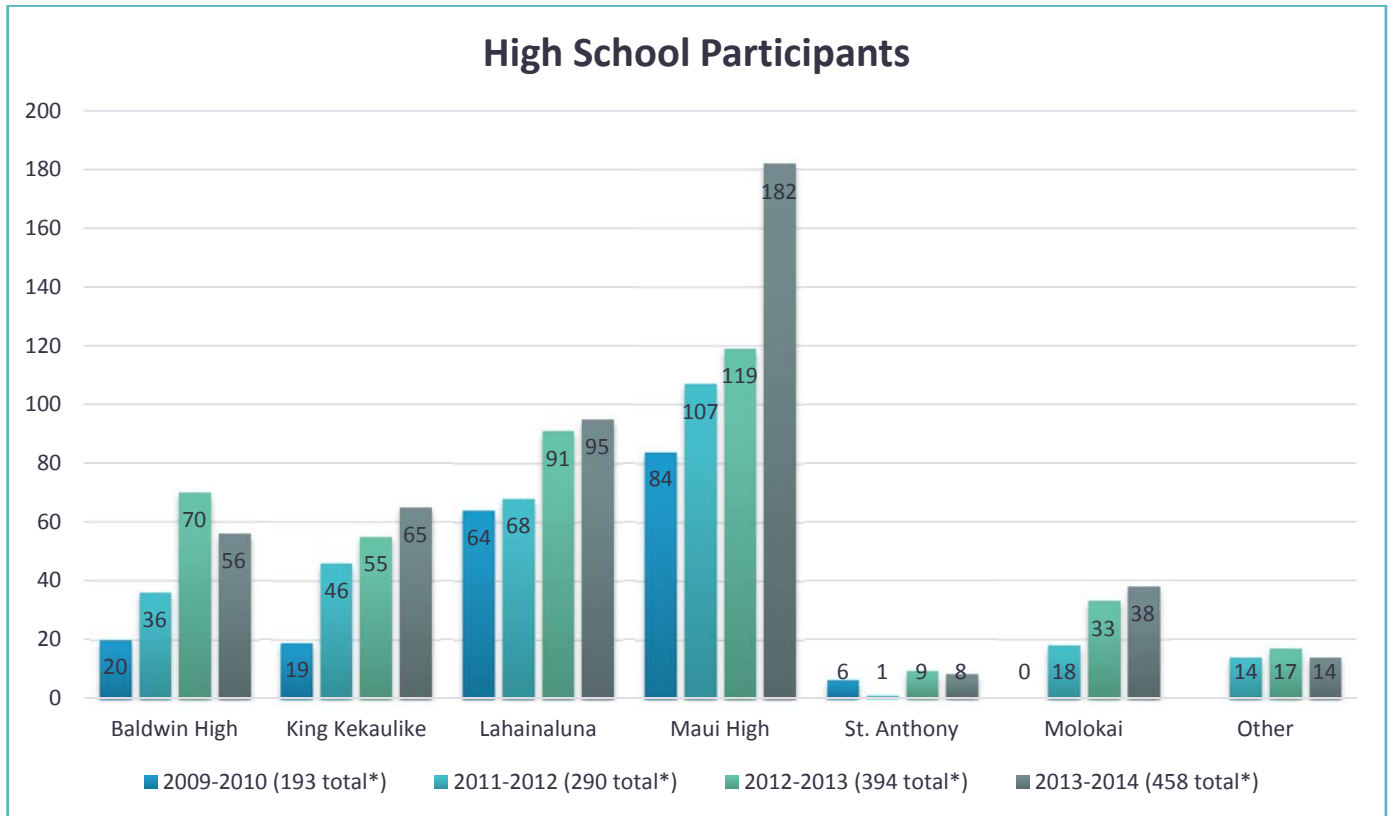
Chart 6
HIGH SCHOOL OUTREACH

High School Participants

*Total participants include students from "other" schools. Schools also counted in total are: Lanai, Seabury, Kihei Charter, Hana, Kamehameha Schools – Kapalama & Maui Campus.

Table 6
OUTREACH EVENTS PY 13-14

ORGANIZATION	EVENT
Baldwin High School	FAFSA/Admissions Sessions PacFAA Financial Aid Night Department Planning Meeting Outreach Class presentations CSAP
Boys & Girls Club of Maui	Counselor/Case Manager Meeting
EOC	Scholarship Workshop Hawaii College & Career Fair Maui County Fair Maui County Farm Bureau
Friendly Market Center, Molokai	Summer Outreach Fall Outreach Halloween Day
HACAC	College Fair
Hawaii Centers for Independent Living, Molokai	Senior & Disability Resource Fair/Home Pumehana
Ka Honua Momona Youth Leadership Program, Molokai	College & Informational Tour
Kamehameha High School	PacFAA Financial Aid Night
Kihei Charter School	PacFAA Financial Aid Night Presentation
King Kekaulike High School	Mandatory Senior Parent Meeting FAFSA/Admissions Sessions Senior Project Judging PacFAA FAFSA Hands-on Workshop Admission Advising
Kualapuu Store, Molokai	Summer Outreach
Lahainaluna High School	FAFA/Admissions Sessions PacFAA Financial Aid Night
Lanai Education Center	Outreach/FAFSA Lab
Lanai High School	Scholarship ʻAHA
Mana'e Goods N Grinds, Molokai	Summer Outreach
Maunaloa General Store, Molokai	Summer Outreach
Maui Economic Opportunity	Headstart Ohana Day
Maui Economic Opportunity, Molokai	Ohana Day
Maui Canoe Racing Association	Canoe Club Outreach

Maui High School	FAFSA/Admissions Sessions New Student Orientation Hospitality & Tourism Outreach Bear Affair CTE College Fair Senior Project Judging Financial Students Outreach Financial Aid & FAFSA Workshop PacFAA & Hands-on FAFSA Workshop Teen Parent English Class Outreach English Department, Special Populations & CTE Pathways English Class Presentations Student 2 Student
Molokai High School	Senior Parent Night MHS Scholarship Awards Ceremony Senior Advisory Class Presentation Future Fest 2013 Weekly Campus Visits Hana Hou Thursdays
Paia Elementary School	Parent Presentation
Queen Kaahumanu Shopping Center	Back to School Fair Career Fair
Queen Liliuokalnai Children's Ctr, Molokai	Ke Kukui Mohala EOC Presentation & Tour
St. Anthony Jr/Sr High School	Senior Outreach PacFAA Financial Aid Night Senior Parent Night College Planning Class Presentation
Seabury Hall	PacFAA Financial Aid Night Info Session
UHMC Lahaina Education Center	EOC Information Session Summer College Information Series Mock Job Interviews
UHMC Molokai Education Center	Fabulous Fall Back to School Event Financial Aid Kickoff Event & Resource Fair Financial Aid & FAFSA Workshop Native Hawaiian Scholarship 'aha
UHMC	UHMC Day College Transfer Day Native Hawaiian Scholarship 'aha High & Middle School Counselor Workshop

Table 7
OFFICE APPOINTMENTS
PY 13-14

February 1 – December 4	2010	2011	2012	2013
ATTENDED	1,871	1,802	844	431
WALK-INS	67	0	788	841
NO-SHOWS	502	463	164	104
CANCELLATIONS	412	341	149	121
TOTAL ATTENDED **TOTAL NOT ATTENDED**	1,938 914	1,802 804	1,632 313	1,272 225