

# Student support key to success

[uhfoundation.org/give/giving-opportunity/covid-19](https://uhfoundation.org/give/giving-opportunity/covid-19)



**W**hen students succeed at the University of Hawai'i–West O'ahu, they do so in part because of the warm welcome, guidance, and encouragement from the campus student services team.

"Our UH West O'ahu support services are critical to the quality of our students' learning and college experience," said Lokelani Kenolio, director of Enrollment Services. "Our comprehensive and collaborative services provide students with the social, academic, and emotional support and skill development needed to be successful in college and after they graduate."

Services range from advising to career counseling to testing and tutoring. UH West O'ahu also offers mental health counseling, health and wellness workshops, and leadership development. The campus' robust student support structure combines with strong academic programming to cultivate a well-rounded learner.

Central to what UH West O'ahu does as an institution of higher education is maximizing student success so that each graduate can significantly contribute to their communities.

"Our value principles and value proposition, our mission and vision, and our theory of distinctiveness drives our academic programs, scholarship, and community outreach to be learner-centered," Chancellor Maenette Benham said. "The key to our success are our Student Affairs professionals and their critical programs."

Fall 2020

## Kūkulu Kaiāulu *Building Community* Hō'ike Hapahā Makahiki Quarterly Impact Report



UNIVERSITY of HAWAII\*  
WEST O'AHU

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# Student Support Services

	Services provided	What we're excited about
<b>Admissions</b>	Resources for college applicants who can expect a personalized experience, whether on a campus visit, a high school or community college visit, or when meeting virtually.	Enhanced information through virtual platforms. Providing a comprehensive and accessible experience for virtual learners or those who prefer to learn about us from the comfort of their own home.
<b>Advising</b>	Registration assistance, assistance with forms (VA, Financial Aid, appeals), career assistance and planning, educational and life planning, and referrals.	Virtual pre-registration workshops and first year experience, and finding new ways to best support students' goals and dreams.
<b>Behavior Intervention Team (BIT)</b>	Assists with "concerning behavior" when possible or necessary. Provides resources so students can complete their educational goals and employees can work in a supportive environment.	The UH West O'ahu BIT is the first formal, fully functional multidisciplinary threat assessment team in the entire UH System.
<b>Bookstore</b>	Sells books, apparel and gear, school supplies, commencement regalia along with office supplies, sundries, and snacks.	Reducing cost of course materials by providing electronic textbooks and course materials, and learning management tools.
<b>Campus Security</b>	Ensures a safe and secure campus for people and their property.	A new safety app called AppArmor for the UH West O'ahu community.
<b>Career Services</b>	Career development through advising, assessments, career planning, job search strategies, workshops, presentations, and career and graduate school fairs.	Launching Handshake, a platform that connects students and employers.
<b>Disability Services</b>	Support services to students with disabilities and assistance receiving academic accommodations, and assisting faculty with accessible classroom materials.	Supporting students and faculty in the new teaching modalities that have been developed in response to the coronavirus pandemic.
<b>Financial Aid</b>	Helps with federal, state, institutional, and external aid.	94.3% of enrolled students who applied for aid received an aid offer in 2019-2020.
<b>IT Help Desk</b>	Provides assistance for a wide range of technologies. Our goal is to find a solution for every student so they can be successful in their classes.	The IT Help Desk is operationally managed by UH West O'ahu students. Students manage all tasks and problems.
<b>James &amp; Abigail Campbell Library</b>	Offers more than 230,000 titles (print and digital), 94 research databases, and a Hawaii-Pacific Collection (focus on Wai'anae and 'Ewa mokus). Computer spaces, course reserves, workshops, scholarly communication, and DSpace repository.	A student quote from a recent library survey: "I love how spacious it is and how well the environment is controlled and quiet. I love that there are always people there willing to help me find the book I am searching for."

	Services provided	What we're excited about
<b>Mental Health Services</b>	Mental health assessment and treatment for a range of psychological problems and psychological assessments to inform a student's care.	Our student-led support groups give students a chance to meet with others who are likely to share many similar challenges and successes.
<b>Nāulu Culture, Engagement, and Well-Being Center</b>	Sustains an inclusive and nourishing space; provides resources and opportunities; nurtures the well-being of our community; and perpetuates cultural values and traditions to strengthen sense of belonging and place.	Events/workshops that aim to engage campus communities while creatively "thinking outside the box" on how to adhere to COVID-19 policies.
<b>No'eau Center for Writing, Math, and Academic Success</b>	Students benefit from tutoring to make the most out of their classes for a strong foundation. Services have temporarily migrated to a virtual platform offering remote proctoring. Streaming workshops are available.	Virtual front desk to serve students online, and Zoom parties where students can get used to using Zoom and practice using different tools.
<b>Distance Learning</b>	Connects students to their university even when they are not physically present on campus. Provide resources online to assist in the delivery of courses.	Designing new flexible modes of delivery (in person and online), where both sets of students feel equally engaged in activities during class.
<b>Registrar</b>	Assists students with registration or records related questions, transfer credits or transcript evaluation inquiries, and certification for VA benefits. Meet the needs of our students with any records questions or concerns.	We continue to evolve and expand the virtual services we provide, to ensure the safety and well-being of our students, faculty, and staff.
<b>Student Engagement and Compliance</b>	Student support and inquiries about academic grievance, conduct, disability/ADA 504, discrimination, financial obligation, Title IX, and the working conditions of student assistants.	Developing an aware community of students who understand the responsibility each has at UH West O'ahu and beyond.
<b>Student Life</b>	Leadership opportunities through 1) chartered student organizations; 2) intramurals, recreation, and fitness; 3) committees offering student voice and representation; 4) registered independent student organizations; and 5) Leadership Development training and conferences.	Virtual/online/digital activities and engagement such as how-to/DIY activities, fitness workouts, yoga, esports, excursions in the community and around the island, talk-story sessions, and leadership development.
<b>Veterans Empowered Through STEM (V.E.T.S.) Lab and Lounge</b>	Space to meet student Veterans and use STEM equipment such as 3D Printers, a coding station, and robotic kits. Services and resources customized to Veterans and military, including resume reviews tutorials, and career services.	Robotics and 3D workshops, and a Federal Resume, Civilian Resume, and LinkedIn presentations.