



# UNIVERSITY OF HAWAII SYSTEM

## ‘ŌNAEHANA KULANUI O HAWAII

### Legislative Testimony

### Hō'ike Mana'o I Mua O Ka 'Aha'ōlelo

Testimony Presented Before the  
Senate Committee on Higher Education  
Tuesday, February 6, 2024, at 3:00 p.m.

By

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#### SB 3257 – RELATING TO THE UNIVERSITY OF HAWAII

Chair Kim, Vice Chair Kidani, and Members of the Committee:

Thank you for the opportunity to provide comments on SB 3257, which would establish a one-stop student service center at any University of Hawai'i (UH) campus with student enrollment greater than five thousand students, to provide a centralized location for students to seek assistance with a variety of student services. UH supports the intent of this bill and provides comments for consideration on this measure.

There are three campuses that currently serve more than five thousand students, UH Mānoa, Kapi'olani Community College and Leeward Community College. Each campus provides a majority of the specified services in this measure out of a centralized location on their respective campus. At UH Mānoa, the specified services are offered out of the Queen Lili'uokalani Center for Student Services (QLCSS). At Kapi'olani Community College, the specified services are provided out of the 'Ilima building. Leeward Community College has a Student Services Welcome Center that provides the specified services out of the AD Building. On all three campuses, the service that isn't only available in the designated buildings is degree planning, which often takes place with academic advisors distributed across the campus based on the discipline of the assigned advisors.

Some of the specified services in this measure include a level of specialization and/or compliance that can only be accomplished through the hiring and training of highly qualified personnel. This includes fields like financial aid, registration, and academic advising, and would make it difficult to cross-train certain staff to fulfill multiple roles and responsibilities in different specialty areas.

Overall, providing student support services out of a single building appears consistent with a one-stop shop model that centralizes specified services in a general physical location on the campus. Although the UH locations are currently not labeled as one-stop student service centers, this model is already in effect on the three campuses with enrollment greater than five thousand students and; therefore, UH feels that this measure may not be necessary.

Thank you for the opportunity to testify on this measure.