UH Hilo to offer “one stop” Student Services Center

by Debi Brockman

Construction of a new Student Services Center is scheduled to begin in the spring and according to Dr. Debra Fitzsimons, this new building is “a marvelous endeavor for the University.

“The 35,000 square-foot, three-story structure will greatly reduce any stress new students have experienced in the past,” Vice Chancellor for Administrative Affairs Fitzsimons added. “Students will be able to complete all the activities they need to become a full-fledged UH Hilo student and complete registration for classes under one roof.

One-stop student services centers are fast becoming the trend in servicing students on campuses across the United States, offering students the convenience of completing all their registration and academic support needs in one location. Units and staff providing services to students become more efficient and effective in how they respond to student needs.

All of the programs that students need to support their college success will be housed in the Center: Admissions Office; Office of the Registrar; Financial Aid Services; and the Cashier’s Office will be located on the first floor. The Advising Center, Career Development Services, Disability Services, Counseling Services, the Women’s Center and the new Health Promotion Program will be located on the second floor while the Offices of the Vice Chancellor for Student Affairs and Dean of Students and other student support staff will be located on the third floor.

“For prospective students, the ‘one stop’ center will make it easier to obtain info about college, applying for admission, enrolling for classes, and securing financial aid,” Fitzsimons explained. “Current students will no longer have to walk from building to building to register, meet with their advisor, get academic assistance, and pay their fees.”

Dr. Luoluo Hong, vice chancellor for student affairs, stated, “Those of us who work here at UH Hilo tend to see our units as separate and distinct. But students see us as just one university. We need to reduce the ‘runaround’ that we put students through and be much more coordinated and seamless in how we deliver services. This new building is one giant, positive step forward in changing how we meet students’ needs.”

The UH Hilo Student Services Center is tentatively scheduled to open in 2012.

(Editor’s note: Debi Brockman is a communication & administrative support specialist.)