A BILL FOR AN ACT

RELATING TO THE UNIVERSITY OF HAWAII.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1   SECTION 1. The legislature finds that creating a

2 centralized, accessible campus resource for students attending

3 the university of Hawaii can help provide greater support

4 services for students and increase their opportunities for

5 success. One-stop student service centers have the ability to

6 rapidly modernize, streamline, and digitize the student

7 experience while improving efficiency and service for students.

8 By offering academic planning, financial aid, graduation

9 assistance, tuition payments, and other essential services in a

10 centralized location, students will have more support navigating

11 crucial deadlines while also having more time to focus on their

12 academic careers.

13   Other public and private institutions across the United

14 States, including the Berklee College of Music, University of

15 Minnesota, The New School, Santa Clara University, and Rutgers

16 University, among others, have established one-stop student

17 service centers to provide centralized assistance.

S.B. NO. 3257

1   Additionally, peer and benchmark institutions, including the

2   University of Tennessee, experienced a fifty-three per cent

3   reduction in overall calls during non-peak times, received

4   satisfaction scores of ninety per cent or above on recent

5   professionalism surveys, and saw cost-savings through improved

6   staff utilization after the first year of implementing a one-

7   stop student service center. Accordingly, the establishment of

8   a one-stop student center will further streamline university

9   procedures while also maximizing existing resources to provide

10   students with access to critical services.

11   The legislature further finds that, to provide university

12   of Hawaii students with student-focused tools to ensure timely

13   completion of their academic programs, the establishment of a

14   one-stop student service center is a matter of statewide concern

15   pursuant to article X, section 6, of the Hawaii State

16   Constitution. It is the intent of the legislature that the one-

17   stop student centers serve an additional outlet for students,

18   rather than reduce or replace existing services.

19   Therefore, the purpose of this Act is to:

1   (1)   Establish a one-stop student service center at

2   university of Hawaii campuses with student enrollment

3   greater than five thousand students; and

4   (2)   Appropriate funds.

5   SECTION 2.   Chapter 304A, Hawaii Revised Statutes, is

6 amended by adding a new section to be appropriately designated

7 and to read as follows:

8   "§304A-   **One-stop student service center.**   (a)   There

9 shall be established a one-stop student service center at any

10 university of Hawaii campus with student enrollment greater than

11 five thousand students, to provide a centralized location for

12 students to seek assistance with any of the services specified

13 in subsection (b).

14   (b)   Beginning with the fall 2025 semester, services

15 provided by each one-stop student service center shall include

16 but not be limited to:

17   (1)   Financial aid scholarships;

18   (2)   Student accounts;

19   (3)   Grades and transcripts;

20   (4)   Enrollment, registration, and degree planning;

21   (5)   Graduation application processing;

1   (6)   Student records and personal information; and

2   (7)   Access to academic policies, dates, and deadlines.

3   (c)   Services provided by the one-stop student service

4 center shall not reduce existing student services or resources

5 at any university of Hawaii campus.   The one-stop student

6 service center may provide referral services to other campus

7 resources or departments on a case-by-case basis.

8   (d)   The university shall submit a report of its progress

9 on the implementation of the one-stop student service center,

10 including any proposed legislation, to the legislature no later

11 than twenty days prior to the convening of the regular session

12 of 2025."

13   SECTION 3.   In accordance with section 9 of article VII of

14 the Hawaii State Constitution and sections 37-91 and 37-93,

15 Hawaii Revised Statutes, the legislature has determined that the

16 appropriations contained in Act 164, Regular Session of 2023,

17 and this Act will cause the state general fund expenditure

18 ceiling for fiscal year 2024-2025 to be exceeded by

19 $ or   per cent.   This current declaration takes

20 into account general fund appropriations authorized for fiscal

21 year 2024-2025 in Act 164, Regular Session of 2023, and this Act

S.B. NO. 3251

1 only. The reasons for exceeding the general fund expenditure

2 ceiling are that:

3   (1) The appropriation made in this Act is necessary to

4   serve the public interest; and

5   (2) The appropriation made in this Act meets the needs

6   addressed by this Act.

7   SECTION 4. There is appropriated out of the general

8 revenues of the State of Hawaii the sum of $ or so

9 much thereof as may be necessary for fiscal year 2024-2025 for

10 the establishment of one-stop student service centers pursuant

11 to section 2 of this Act.

12   The sum appropriated shall be expended by the university of

13 Hawaii for the purposes of this Act.

14   SECTION 5. New statutory material is underscored.

15   SECTION 6. This Act shall take effect on July 1, 2024.

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                    INTRODUCED BY: _____

Report Title:
UH; One-Stop Service Centers; Report; Expenditure Ceiling; Appropriation

Description:
Requires the establishment of a One-Stop Student Service Center at each University of Hawaii campus with student enrollment greater than five thousand students beginning in the Fall 2025 semester. Requires that services provided by the One-Stop Student Service Center not reduce existing services or resources. Requires a report to the Legislature. Declares that the general fund expenditure ceiling is exceeded. Makes an appropriation.

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