

Service Area Outcomes (SAO) Workshop for KISC Managers

Final Report

April 1, 2014

Workshop held on March 24, 2014 from 8:30am – 12:00pm in 'Ilima 202

Participants

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Facilitators

Qiong Jia, Mona Lee, LaVache Scanlan

Agenda:

- I. Overview of service area outcomes (SAO) and the requirements (Mona)
- II. Create three SAO (LaVache)
- III. Create assessment survey (Jia)

I. Overview Notes

The following handouts were given during overview

- KISC role in student retention and success
- KISC Problem/Recommendation Form
- APT and Casual Hire Staff Self Appraisal
- KISC Quality of Service Survey
- Fall 2011 CATs for KISC

The following information was shared and/or reviewed:

KISC Mission Statement

Kekaulike Information and Service Center (KISC) provides enrollment services and communication to all of Kapi`olani Community College students, staff, and faculty. KISC is dedicated to delivering these high quality services with integrity and Aloha to ensure students' success in their academic and personal endeavors.

KISC's service area outcomes (SAOs) are statements describing what KISC provides in the service areas of admission, financial aid, and graduation, and what the KCC student is expected to be able to know from that service. KISC's service area outcomes are measureable, meaningful, and contribute to a cycle of assessment.

KISC assesses its Service Area Outcomes so that there will be an on-going effort to improve the services provided to students and to determine if student needs are being met.

A robust Service Area Outcome includes a description of the service provided and an explanation of how the student will benefit, gain, or change from the experience.

II. SAO Notes

Participants were given a handout that included questions to ask themselves and how to write an SAO.

The following prompt was used to brainstorm at the beginning of the workshop:

- What should students be able to do or know how to do (in these areas of service)?
- What do you want students to be able to do or what information do you want them to know and/or understand?

All participants were given post-it notes to put ideas on any of the three service areas: admissions, financial aid, and graduation.

These are the results of this brainstorm:

Admissions

- Students will have a complete application.
- Students will complete the online application with sufficient information to allow us to process it on a timely basis and students will be notified via email within two weeks.
- To simplify the online admissions process.
- Kuilei to offer more information sessions
- Students are missing SSN and residency questions are incomplete.
- Language options for online applications are needed.
- Students will understand residency requirements.
- Students will meet all registration requirements and understand them (TB, MMR, COMPASS, etc.).
- Students will understand multi-campus admissions (TB/MMR holds, Ka'ie'ie Degree Pathway, CHI (check for financial aid), registration credits earned).
- Students will know where to find all online forms (FA, admissions, graduation)
- Students will read official communication by email.
- Students will know the deadlines for refunds and withdrawals and the importance of these deadlines.
- Students will understand how to select a major.
- Students will understand the difference between admissions and registration.
- Students in the non-credit programs will be able to create a transfer pathway to become a credit student.

Financial Aid

Group 1- Awareness & Preparation (pre-Financial Aid award)

- Students will have a complete application.
- Students will complete the FAFSA six months prior to the start of the semester.

- Create a Financial Aid Pathway for Native Hawaiian students at the intermediate school level.
- Create a Financial Aid Student Portfolio from financial data collected during high school.
- Students will know where to seek financial aid help on campus (i.e. FA Lab).

Group 2 (post-FAFSA application)

- Students will be able to use MyUH to find status and awards, etc.
- Students will read and respond to the official financial aid communication via email.
- Students will understand the difference between financial aid and loans.
- Students will understand how loans and financial aid affect future finances and financial aid eligibility.
- Students will know where to seek financial aid help on campus (i.e. FA Lab).
- Students (continuing, new, and transfer) will create an educational plan to ensure program completion within financial aid requirements (SAP).

Group 3 (post-FAFSA award)

- Students will understand how multi-enrollment and transfer credits affect financial aid eligibility.
- Students will understand how financial aid is affected by the last date of attendance, change of major, grades, and adding/dropping classes.
- Students will understand the financial aid appeals process.
- Students will know how many semesters (credits) of financial aid they have.
- Students will know when they anticipate graduating and how their financial aid credits coincide with this date.

Graduation

Group 1 – Graduation requirements and eligibility

- Student is able to apply for graduation on time (understanding graduation).
- Student will know the difference between graduation and commencement.
- Student will know where they can find the petition to graduate form.
- Student will understand the graduation requirements.
- Students will understand curriculum (new majors, terminated programs, new BOR majors, workflow and process).
- Students will graduate within two years and transfer.

Group 2 – Improve student awareness of STAR

- Students will understand STAR
- Students will understand the importance of academic advising.
- Students will be able to accurately self-advise to create an academic plan from start to finish.
- Students will know when they are eligible to graduate.
- Students will know what auto awarding is all about and its implications.

Group 3 – Transferring Credits

- Students will be able to complete an “unofficial” self-evaluation.
- Students will understand where they can find information on how to transfer credits and what the process is.
- Students will understand what credits will be accepted as transfer and why.

The participants were then put into groups, with the managers leading their area of service (Admissions – Jeri, FA – Jennifer, Graduation – Merrissa). Using the ideas generated during the brainstorm, the groups were asked to create one SAO for their service area. The groups were encouraged to identify the most important outcome they wanted to address at this time and that the rest of the brainstorm would be documented for later use. All three groups categorized the information in some way.

The following three SAO were created using the template below:

*Students (could be a specific student population group) who (service or program) will be able to (demonstrate knowledge, behavior, or skills mastery) **or Population Group + Service Provided = Change in knowledge, behavior, or skills.***

Admissions

Students who apply to KCC who complete the online tutorial or in-person information session will be able to submit a complete application.

Financial Aid

Students who are awarded financial aid who review the financial aid policies will be able to understand the Satisfactory Academic Progress (SAP) Policy.

Graduation

Students who have earned 36 credits who have created a STAR Academic Plan will be able to determine their graduation eligibility.

As a result of the brainstorm, the group also came up with the following recommendation for the campus: Establish a campus policy that mandates graduation checks (advising).

III. Assessment Survey Notes

Participants used previous surveys and newly created SAO to brainstorm ideas for a survey to be created by Jia. It was determined that the survey would be administered to current home-based Kapiolani students (excluding F-1 students) that registered for classes. Students will be emailed the survey on April 21, 2014. An incentive will be used to get students to complete the survey. All eligible student names will be put in a drawing for the \$350 toward fall tuition incentive.