



Unit: Kekaulike Information and Service Center (KISC)	
Contact Name: Merrissa Brechtel	Title: Graduation Manager
Assessment Year: 2013-2014	Implementation Year: 2013
Service Area Outcome (SAO)	
Students who have earned 36 credits who have created a STAR Academic Plan will be able to determine their graduation eligibility.	
Related to Strategic Plan Outcome	
Strategic Plan Outcome B Performance Measure B4	
Assessment Method (Identify methods, instrument, materials for assessing outcome)	
A survey was administered to all Spring 2014 KapCC students that registered for courses in the fall 2014 semester at the time the survey was distributed. Of the 2,338 students identified, 10.27% completed the survey. Graduation data for Summer and Fall 2013 and Spring 2014 was also used to assess this outcome.	
Results of Analysis and Suggestions for Improvement (Summarize the results of the collected and analyzed data)	
Of the 240 students that completed the survey, 93.81% had accessed STAR, 87.34% had created a STAR Academic Plan, and 89.96% knew how to navigate STAR. 95.22% indicated that they knew their graduation requirements for their program, although only 70.74% had met with an advisor or counselor to discuss the eligibility requirements for graduation. These results indicate that students know how to access and use STAR. 2,110 students petitioned to graduate in Summer and Fall 2013 and Spring 2014. Of those, 5.12% were denied due to ineligibility, suggesting that more can be done to assist students in using the STAR Planner and STAR Academic Pathway to determine graduation eligibility. Approximately, 20 to 25 students each semester are rolled to another term for the same reason. Each year, there are also approximately 200 students that need to request a Graduation Exception (GERF) due to ineligibility. After reviewing student concerns about their STAR Academic Planner, it was evident that the lack of "pre-majors" in the STAR Planner is confusing for students, in particular those students completing the prerequisites for special admittance programs such as KapCC's health programs.	
Implementation Plan/Response Plan (Define processes and strategies to improve future performance)	
It was determined that the SAO needed revision because it does not help us determine if students can calculate their graduation eligibility using the STAR tool. The revised SAO is "Students who attend a STAR Workshop who use My Course Planner and run the Academic Pathway will be able to determine their expected graduation date or when to transfer." In partnership with the First-Year Experience (FYE) Program, which requires students to attend a STAR Workshop in the first semester, KISC can assess students' ability to use STAR and ultimately ensure all students will be provided this service. KISC, Pathways, Transfer-Year Experience and FYE are currently working with the STAR Development Team to create "pre-majors" in the STAR Academic Planner, which should assist students in special admittance programs and those transferring to one of the 4-year Institutions within the UH System to use STAR more effectively. It should also be noted that KISC recommends that KapCC establish a policy that mandates graduation checks (advising) at certain milestones. This policy would reduce the number of students needing GERFs and would prevent students from petitioning to graduate if they are ineligible.	