



<b>Unit: Kekaulike Information and Service Center (KISC)</b>	
<b>Contact Name: Jerilynn Lorenzo</b>	<b>Title: Registrar</b>
<b>Assessment Year: 2013-2014</b>	<b>Implementation Year: 2013</b>
<b>Service Area Outcome (SAO)</b>	
Students who apply to KapCC who complete the online tutorial or in-person information session will be able to submit a complete application.	
<b>Related to Strategic Plan Outcome</b>	
Strategic Plan Outcome B Measure B4; Strategic Plan Outcome D Measure D1	
<b>Assessment Method (Identify methods, instrument, materials for assessing outcome)</b>	
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. In fall 2013, 6,074 students applied to KapCC and 2,882 applied for spring 2014 admission.	
<b>Results of Analysis and Suggestions for Improvement (Summarize the results of the collected and analyzed data)</b>	
Of the 240 students that completed the survey, 70.26% used the online application. 88.43% indicated that the online application was not difficult to use. Of those that reported it was difficult to use, the most common reason was that it was confusing. Of the students that started the application for fall 2013 admissions, 4,510 were accepted and 912 (15%) had incomplete applications. For spring 2014 admissions, 2,123 were accepted and 510 (17.67%) had incomplete applications.	
<b>Implementation Plan/Response Plan (Define processes and strategies to improve future performance)</b>	
Based on the survey results, it was determined that it is not necessary to create a separate online tutorial or in-person information sessions to assist students in completing the application and that our current practices (Kuilei High School Outreach Program and access to KISC) are sufficient. At the time this SAO was created, this was a perceived problem because of feedback from KISC Staff, but it was determined that this had more to do with processing procedures than student satisfaction. The entire UHCC System is experiencing problems with online application processing, therefore the UHCC's Registrar Group has proposed a "centralized admissions" process to the Vice Chancellor's of Student Affairs (VCSA). The proposal addresses the problems associated with multiple applications to multiple CC campuses, residency determination and major selection. The KapCC Registrar is on the committee to discuss implementation, outcomes, and improvements to the current online application that would help address these concerns. The proposal is yet to be approved, with the next meeting with the VCSA's in September 2014 to present more data before submitting the proposal to the Vice President for the University of Hawaii Community Colleges. While the number of incomplete applications is higher than desired, it is difficult to know the exact reason that students fail to complete the application. However, the proposed centralization of admissions is expected to reduce the number of incomplete applications, if students no longer complete multiple applications for more than one UHCC campus, as is current practice.	