



Unit: Kekaulike Information and Service Center (KISC)	
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Assessment Year: 2013-2014	Implementation Year: 2013

Service Area Outcome (SAO)
Students who are awarded financial aid who review the financial aid policies will be able to understand the Satisfactory Academic Progress (SAP) Policy.
Related to Strategic Plan Outcome
Strategic Plan Outcome B Measure B2, 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. The following data from AY 2012-2013 and 2013-2014 was also used to assess this outcome: number of FA applicants who registered, registered by didn't meet SAP, awarded, and not awarded for other reasons.
Results of Analysis and Suggestions for Improvement (Summarize the results of the collected and analyzed data)
For the 2012-2013 AY, 4,194 financial aid applicants registered at KapCC. 66.67% of those applicants were awarded. 406 students, or 12.68%, were awarded but did not register. For the 2013-2014 AY, 4,039 financial aid applicants registered at KapCC. 72.59% of those applicants were awarded. 580, or 16.77%, were awarded but did not register. Of the 240 students that completed the survey, 56.73% indicated they reviewed and understood the SAP Policy (the link was sent in the email award notification letter they received). 149 students answered the survey question asking if they knew the number of Financial Aid eligibility credits they had used thus far. 102 of those students gave an answer that was reasonable, indicating that 68.46% could calculate their eligibility. 21.67% of those that were awarded and registered in the 2012-2013 AY did not meet SAP and 19.71% did not meet SAP in the 2013-2014 AY.
Implementation Plan/Response Plan (Define processes and strategies to improve future performance)
The percentage of students that were able to reasonably determine the number of financial aid eligibility credits was more than expected. The number of students not meeting SAP decreased slightly from AY 2012-2013 to AY 2013-2014, which is evidence that students are more aware of SAP. However, the number of students not meeting SAP is still of concern. In the 2014-2015 AY, there will be a focus on SAP with all first-year new students at New Student Orientation. First-year students that withdraw from classes in the first semester and those that are not meeting SAP at the end of the first semester will be identified and required to meet with the FYE Financial Aid Specialist. While this will not target all students at KapCC on financial aid, it will expose new students to the policy earlier and should decrease the number of students on SAP in the first year, a critical point in the students' academic career. Some of the data analyzed did not specifically address this SAO, however of concern is the number of students that received financial aid, but did not register for classes. More information is needed to determine why students are not registering.