

## **Service Area Outcomes (SAO) Follow-Up**

Notes from Meetings on June 26 and June 27, 2014 with Merrissa Brechtel, Jerilyn Lorenzo, and Jennifer Bradley from the Kekaulike Information and Service Center (KISC)

Two meetings were held to discuss the results of the SAO survey and completion of the SAO Reports for Admissions, Graduation and Financial Aid

### **Admissions**

Based on the survey results, the SAO was revised and it was determined that it was no longer necessary to create a separate online tutorial for the application. It was shared that the Registrars within the UHCC System are proposing the centralization of admissions; therefore many of the concerns about the application process will be reviewed and improvements will be made. This is exciting because centralization of financial aid has improved services to students. Jeri shared how to access "snapshot" reports for admissions on STAR to use for the SAO Report. We also reviewed the notes from the SAO Workshop in March 2014 to make sure we are still on track.

### **Graduation**

Based on the survey results, it was determined that students are using STAR and that our efforts to inform first-year students about STAR are working, as this was the largest population that responded to the survey. We looked at the individual comments from the survey and identified one area in particular to address. Merrissa discussed the need for mandatory graduation "checks." As the graduation specialist, Merrissa commented on the number of graduation "exceptions" and denied graduation petitions she processed this year. She feels that this is a disservice to students, particularly when the denial is printed on the student's transcript. We also discussed revising the SAO. The survey did not provide what was needed to measure the SAO and we felt it wasn't measuring what we were trying to achieve. It was determined that the most logical place to start was with first-year students, especially since they have an advising hold on their account which allows us to require STAR workshops. We discussed what type of learning we wanted for the student ultimately improving the service if the learning was achieved. Our main goal was to reduce the number of exceptions and denied petitions and to increase student awareness of STAR and the importance of seeing an academic advisor/counselor.

### **Financial Aid**

Jennifer was pleased with the number of students surveyed that could reasonably calculate their eligibility credits. We discussed additional data that would be good to analyze for the report. Jennifer identified efforts, such as the STAR Workshops, in helping students stay on track and ultimately improving students ability to finish their degrees before expiring all of their financial aid eligibility. We also reviewed the SAO Workshop report and the SAO selected. No changes were made to the SAO.

