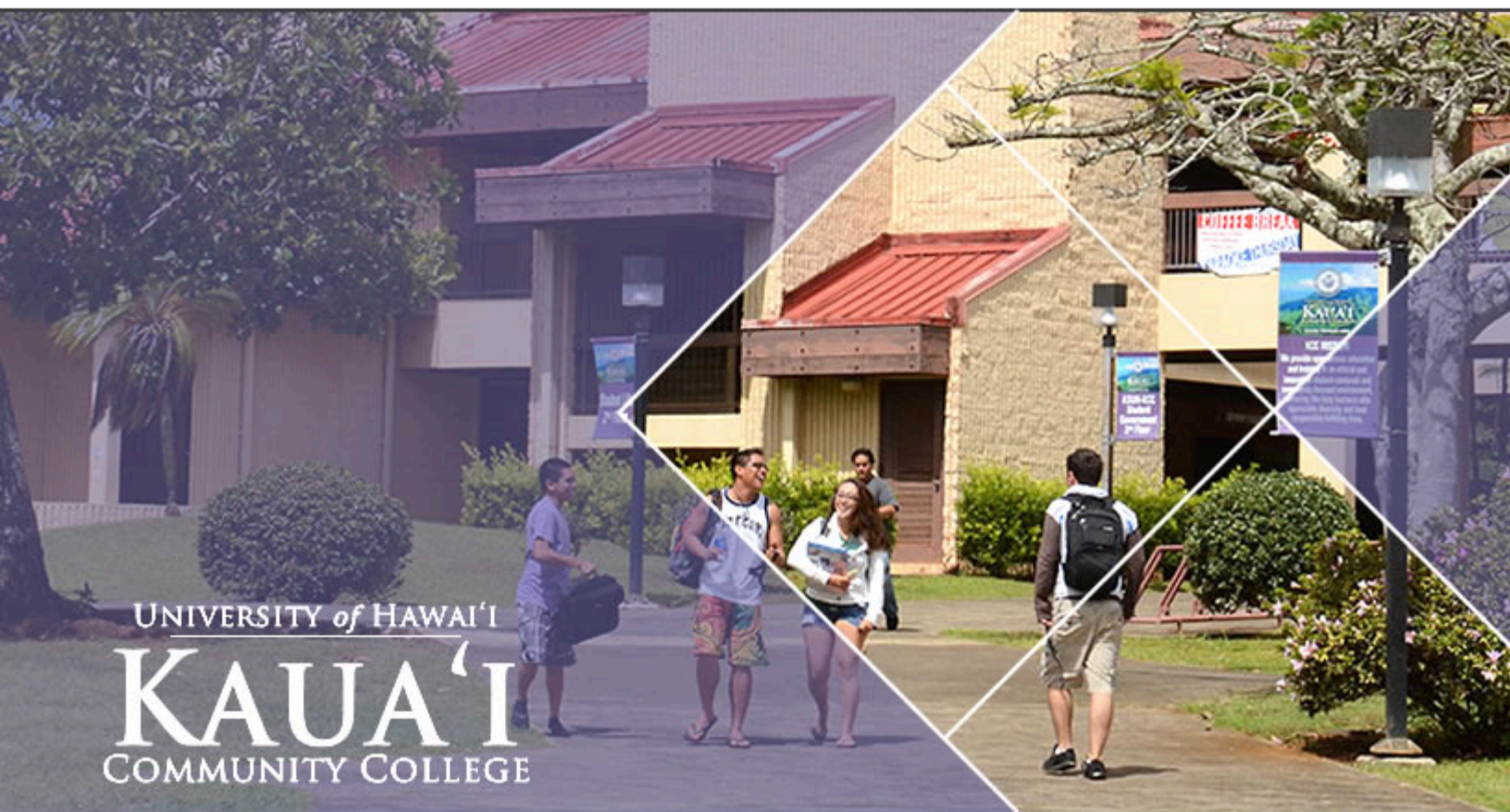


ANNUAL  
REPORT OF PROGRAM DATA  
2023



UNIVERSITY of HAWAI'I  
**KAUA'I**  
COMMUNITY COLLEGE



# 2023 Annual Report of Program Data

## Financial Aid

### 1. Program or Unit Mission

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Our mission is to educate and empower current and prospective students with information and resources to financially support their educational dreams. We are committed to the accurate and efficient administration and delivery of student financial aid. We value positive relationships with our students and parents, help to guide them to success and act as a resource for our entire Kaua'i 'ohana.

Target student population consists of: All Kauai CC students, potential students, high school seniors, adult learners

### 2. Program Student Learning Outcomes or Unit/Service Outcomes

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PSLO 1:

**Students who take out a loan will gain understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan**

Results: During the 2021-22 award year, the Financial Aid office performed face to face loan counseling for all first-time borrowers with Kauai CC. Surveys<sup>1</sup> are sent to students after the counseling to gauge level of effectiveness. 6 out of 6 surveys sent were responded to for a response rate of 100%. Of those 6 responders, 100% responded with a response of 5 (strongly agree) when asked the questions "I understand my rights and responsibilities associated with receiving a Federal student loan" and "I understand my repayment obligations associated with receiving a federal student loan"

Action Plan Implemented: Due to the success, the Financial Aid office continued the same practice for 2022-23

Results from 2022-23: During the 2022-23 award year, the Financial Aid office performed face to face loan counseling for all first-time borrowers with Kauai CC. Surveys<sup>1</sup> are sent to students after the counseling to gauge level of effectiveness. 9 out of 10 surveys sent were responded to for a response rate of 90%. Of those 9 responders, 100% responded with a response of 4 (agree) or 5 (strongly agree) when asked the questions "I understand my rights and responsibilities associated with receiving a Federal student loan" and "I understand my repayment obligations associated with receiving a federal student loan"

Closing the Loop: Because of the high success rate, Financial Aid office will continue this practice and we consider this PSLO to have a Healthy status.

PSLO 2:

**Students will be able to identify scholarship resources, submit applications (UH), and meet deadlines**

Results: During the 2021-22 award year the Financial Aid office sent surveys<sup>2</sup> to the entire student population to acquire feedback to determine the effectiveness of this PSLO. 17 responses were recorded giving the following feedback. When asked "After meeting with Kauai CC Financial Aid office, I am aware of how to access scholarship resources" 13 respondents gave an answer of either 4 (agree) or 5 (strongly agree). 4 respondents gave an answer of 2 (disagree) or 3 (neutral). When asked "After meeting with Kauai CC Financial Aid office, I am more aware of the deadlines involved with student financial aid", 10 respondents gave an answer of 5 (strongly agree), 3 respondents gave an answer of 4 (agree), and 2 respondents gave an answer of 3 (neutral) and 2 respondents gave an answer of 2 (disagree).

Action Plan Implemented: To focus on communicating more clearly on where to locate the various scholarship resources, and to emphasize the associated deadlines

Results from 2022-23: During the 2022-23 award year the Financial Aid office sent surveys<sup>2</sup> to the entire student population to acquire feedback to determine the effectiveness of this PSLO. 13 responses were recorded giving the following feedback. When asked "After meeting with Kauai CC Financial Aid office, I am aware of how to access scholarship resources", 10 respondents gave an answer of either 4 (agree) or 5 (strongly agree). 2 respondents gave an answer of 2 (disagree) or 3 (neutral). When asked "After meeting with Kauai CC Financial Aid office, I am more aware of the deadlines involved with student financial aid", 7 respondents gave an answer of 5 (strongly agree), 3 respondents gave an answer of 4 (agree), and 2 respondents gave an answer of 3 (neutral).

Closing the loop: Because of the improvement from 2021-22 to 2022-23, Financial Aid office will continue this practice and we consider this PSLO to have a Healthy status.

PSLO 3:

**Students will be able to identify financial aid resources, submit FAFSA applications, and meet deadlines**

Results: During the 2021-22 award year the Financial Aid office sent surveys<sup>2</sup> to the entire student population to acquire feedback to determine the effectiveness of this PSLO. 17 responses were recorded giving the following feedback. When asked "After meeting with Kauai CC Financial Aid office, I am aware of how to access financial aid resources", 2 responses were two (disagree), 2 responses were three (neutral), 5 responses were a four (agree), and 7 responses were five (strongly agree). When asked "After meeting with Kauai CC Financial Aid office, I am more comfortable submitting FAFSA applications", 1 response gave an answer of one (strongly disagree), 2 responses gave a rating of two (disagree), 3 responses gave a rating of three (neutral), 3 responses gave a

rating of four (agree), and 7 responses gave a rating of 5 (strongly agree). When asked "After meeting with Kauai CC Financial Aid office, I am more aware of the deadlines involved with student financial aid", 10 respondents gave an answer of 5 (strongly agree), 3 respondents gave an answer of 4 (agree), and 2 respondents gave an answer of 3 (neutral) and 2 respondents gave an answer of 2 (disagree).

Action Plan Implemented: More focus was put on effectively communicating all the various resources for financial aid, FAFSA application hurdles and hardships, and various deadlines

Results from 2022-23: During the 2022-23 award year the Financial Aid office sent surveys<sup>2</sup> to the entire student population to acquire feedback to determine the effectiveness of this PSLO. 13 responses were recorded giving the following feedback. When asked "After meeting with Kauai CC Financial Aid office, I am aware of how to access financial aid resources", 5 responses were a four (agree), and 7 responses were five (strongly agree). When asked "After meeting with Kauai CC Financial Aid office, I am more comfortable submitting FAFSA applications", 3 responses gave a rating of three (neutral), 2 responses gave a rating of four (agree), and 7 responses gave a rating of 5 (strongly agree). When asked "After meeting with Kauai CC Financial Aid office, I am more aware of the deadlines involved with student financial aid", 7 respondents gave an answer of five (strongly agree), 3 respondents gave an answer of four (agree), and 2 respondents gave an answer of three (neutral).

Closing the loop: Because of the improvement from 2021-22 to 2022-23, Financial Aid office will continue this practice and we consider this PSLO to have a Healthy status.

### **3. Analysis of the Program/Unit**

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During our last CPR in 2021, Financial Aid department established a goal of reducing our Cohort Default Rate (CDR) to be less than 10%. Financial Aid has reached that goal and more. For 2021-22 we reached 7.2%. For 2022-23 we reached 0% which is partly due to the COVID payment pause in coordination with our outreach efforts.

Payments will resume for all loan borrowers in 2023, and therefore our true CDR will be determined in the coming years as students resume payment, and for those that don't, they will be identified as they go through the delinquent and default process.

### **4. Action Plan**

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Due to reaching our previous goal, the Financial Aid office in conjunction with the Admissions and Records office is establishing a new goal of increasing FAFSA rates and enrollment by promoting financial aid information and resources along with Kauai CC enrollment information to all corners of the island.

Relevant to Imperative K and Imperative S, our intent is to acquire and implement use of a mobile financial aid and enrollment resource (Enroll'n Van), where we can more effectively outreach to

adult learners, returning students, 1<sup>st</sup> generation students, and/or those that wouldn't otherwise have the opportunity to attend Kauai CC. An Enroll'n Van would allow us to reach residents from far west in Kekaha to far north in Haena and everywhere in between by meeting them where they already are, and where we can promote FAFSA info along with our online programs which may appeal to these residents due to commuting from these remote locations in order to attend college wouldn't be necessary.

Admissions will include the FTE position in their resource request in their APRU. Financial aid is requesting the funds for acquiring and renovating/outfitting the Enroll'n Van.

## **5. Resource Implications**

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Requesting funds to acquire a small bus or van large enough to house small work areas for up to 2 staff members and the individuals they might be meeting with. Needs to be outfitted with desk equipment, computers, Wi-Fi, etc.

**Approx. \$75,000**

Recurring costs include fuel, and insurance.

**\$TBD**

## 6. Appendix

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1. Student Loan Survey:  
<https://docs.google.com/forms/d/122jgykf1pIJQku73Zm6w4HlAsOmy6kPFfx6SWCgE3wA/edit#responses>
2. Customer Satisfaction Survey:  
[https://docs.google.com/forms/d/1yNs\\_xqQkZkpCq6twRaqYE15l3cNzw8HFxp9Ja1F0KzI/edit#responses](https://docs.google.com/forms/d/1yNs_xqQkZkpCq6twRaqYE15l3cNzw8HFxp9Ja1F0KzI/edit#responses)