

# **Kauai Community College Comprehensive Program Review Outline**

**Program Name:** Financial Aid

**Assessment Period:** 2011-12 to 2015-16

**College Mission Statement:** Kaua'i Community College provides open access education and training in an ethical and innovative student-centered and community-focused environment, nurturing life-long learners who appreciate diversity and lead responsible and fulfilling lives.

**Program Mission Statement:** The Financial Aid Office's outcome is that KCC Student Services assists students to receive all financial aid for which they are eligible in a timely manner and to understand the processes and procedures of the financial aid system.

## **Part I. Executive Summary**

Kauai CC Financial Aid department manages the awarding and disbursing of all Title IV eligible programs, as well as UH Foundation and outside scholarships. In addition, the department also manages the application for Title IV eligibility with the Department of Education, and adds new programs as applicable, ensuring it's approval. Additional responsibilities are as follows:

- Up to date on ever-changing federal regulations
- Keeping all financial aid practices within compliance
- Management of Gainful Employment
- Responding to audits and/or questions from DOE or third party
- Other various financial aid related responsibilities

**Part II.** To assess the program mission, Financial Aid is tracking the number of Free Application for Federal Student Aid (FAFSA) forms are submitted by the deadline, the amount of disbursements and the number of KCC scholarship applications. In addition to these measures, students are surveyed for information about deadlines, satisfaction with services, etc

**Part III.** Quantitative Indicators for Program Review as applicable

Demand Indicators		Program Year					
		2011-12	2012-13	2013-14	2014-15	2015-16	
1	Annual Headcount ALL Students	1718	1,801	1,828	1,749	1,683	
2	Annual Headcount NH Students	522	560	566	510	504	
3	Actual Percent Change from Prior Year ALL	-3%	5%	1%	-4%	-4%	
4	Actual Percent Change from Prior Year NH	4%	7%	1%	-10%	-1%	
5	Annual Headcount of Recent Hawaii High School Graduates	217	208	218	202	201	
6	Percent of Service Area's Recent High School Graduates	30%	30%	32%	29%	30%	
7	Annual Headcount of Students 25-49 Years Old	410	452	653	413	519	
8	Annual Headcount from Underserved Regions	24	42	96	40	60	
9	Annual Headcount in STEM programs	123	139	215	78	111	
10 a	Fall Semester Registration Status	New Students	420	474	471	391	475
10 b		Transfers Students	125	104	99	54	69
10c		Continuing Students	708	744	761	770	661
10 d		Returning Students	148	103	126	116	107
10 e		Home Campus Other	32	70	73	93	89

11a	Spring Semester Registration Status	New Students	134	132	120	159	186
11b		Transfers Students	53	39	50	47	38
11c		Continuin g Students	999	1,019	1,026	923	850
11d		Returning Students	85	76	66	70	60
11e		Home Campus Other	48	96	105	93	90
<b>Efficiency Indicators</b>			<b>Program Year</b>				
			<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
12	Pell Participation Rate ALL Students		50%	51%	53%	52%	52%
13	Pell Participation Rate NH Students		59%	67%	63%	58%	64%
14	Number ALL Students Receiving Pell		611	633	656	623	565
15	Number NH Students Receiving Pell		234	277	262	218	211
16	Total Pell Disbursed ALL		\$1,965,463	\$2,101,309	\$2,138,609	\$2,084,232	\$1,763,959
17	Total Pell Disbursed NH		\$742,027	\$901,161	\$861,256	\$789,231	\$667,697
18	Overall Program Budget Allocation		\$1,361,485	\$1,243,716	\$1,333,718	\$1,345,244	Not Yet Reported
19	General Funded Budget Allocation		\$969,853	\$988,440	\$1,053,810	\$1,108,048	Not Yet Reported
20	Special/Federal Budget Allocation		\$300,819	\$255,276	\$279,908	\$237,196	Not Yet Reported
21	Cost Per Student		\$792	\$691	\$730	\$769	Not Yet Reported
<b>Achieving the Dream</b>			<b>ATD Fall Cohort</b>				
			<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>

22	FT AtD Cohort (ALL) complete 20 credits first year	89	108	110	103	0
23	FT AtD Cohort (NH) complete 20 credits first year	27	35	33	34	0
24	PT AtD Cohort (ALL) complete 12 credits first year	43	58	53	53	0
25	PT AtD Cohort (NH) complete 12 credits first year	11	15	18	8	0
*Data element used in health call calculation		Last Updated: September 3, 2015				

Effectiveness Indicators		Program Year				
		2011-12	2012-13	2013-14	2014-15	2015-16
26	Persistence Fall to Spring ALL Students	73%	73%	72%	70%	69%
27	Persistence Fall to Spring NH	70%	72%	70%	70%	74%
28	Degrees & Certificates Awarded ALL	196	216	203	264	248
29	Degrees & Certificates Awarded NH	59	39	49	91	72
30	Degrees & Certificates in STEM ALL	47	53	60	5	9
31	Degrees & Certificates in STEM NH	13	3	10	2	1
32	Transfers to UH 4-yr ALL	61	74	50	49	75
33	Transfers to UH 4-yr NH	17	21	12	20	26

Community College Survey of Student Engagement (CCSSE)	Survey Year			
	2010	2012	2014	2016

34	Support for Learners Benchmark (Percentile)		40	90	70	51.5
<b>Means Summary All Students ( 1 = Not at all/Rarely, 2 = Sometimes/Somewhat, 3 = Often/Very )</b>						
35	Academic Advising					
	Frequency		1.79	1.95	1.9	1.84
	Satisfaction		2.26	2.33	2.39	2.29
	Importance		2.59	2.67	2.72	2.59
36	Career Counseling					
	Frequency		1.54	1.64	1.57	1.46
	Satisfaction		2.13	2.19	2.27	2.11
	Importance		2.42	2.42	2.49	2.34
37	Job Placement Assistance					
	Frequency		1.18	1.21	1.29	1.26
	Satisfaction		1.85	1.89	1.92	1.88
	Importance		2.15	2.09	2.24	2.10
38	Financial Aid Advising					
	Frequency		1.69	1.88	1.87	1.85
	Satisfaction		2.22	2.36	2.4	2.26
	Importance		2.49	2.58	2.6	2.48
39	Student Organizations					
	Frequency		1.36	1.4	1.45	1.41

	Satisfaction		2.03	2.12	2.24	2.06
	Importance		1.97	2.07	2.13	1.92
40	Transfer Credit Assistance					
	Frequency		1.47	1.44	1.41	1.54
	Satisfaction		2.05	2.1	1.96	2.11
	Importance		2.3	2.3	2.37	2.27
41	Services for People With Disabilities					
	Frequency		1.27	1.24	1.24	1.34
	Satisfaction		2.12	2.12	2.21	2.10
	Importance		2.22	2.14	2.33	2.10

#### Part IV. Analysis of the Program

The relevant portions of the Quantitative Indicators for Financial Aid are highlighted above.

Pell Participation Rate remained relatively consistent for all students since 2011-12 award year (50%, 51%, 53%, 52%, 52%). Number of all students receiving Pell varies a bit since 2011-12 award year, with a slight dip in 15-16 (611, 633, 656, 623, 565), but overall, seems consistent with the varying levels of enrollment for the same time period. Differing numbers of enrollment into the college will result in differing percentages of students enrolled that are eligible for Pell. The total dollars of Pell disbursed varies, due to being directly correlated with the number of students receiving Pell for the given award year. Therefore the rise in enrollment from 12-13 to 13-14 results in the rise in students receiving Pell, and thus results in the rise in Pell dollars disbursed. Same logic applies in reverse when comparing 14-15 to 15-16.

With the exception of 15-16 which saw an increase, pell participation rate for Native Hawaiian students have been decreasing at a very similar rate since the 2012-13 award year. (4% from 1213 to 1314 and 5% from 1314 to 1415), however still remains at a higher percentage than the participation rate for all students. The increase for 15-16 (6%) happened despite a decrease of NH headcount. The number of NH students receiving Pell as well as the total Pell dollars disbursed has decreased as well at a similar rate.

FAFSA's completed and Received by Kau CC			Name	Through January 27, 2017		Through January 27, 2016	
Aidy	JAN	JANTODATE		Submitted	Completed	Submitted	Completed
				Jan27 2017	Jan27 2017	Jan27 2016	Jan27 2016
<b>1314</b>	194	194	ISLAND SCHOOL	13	13	16	11
<b>1415</b>	213	213	KAPAA HIGH	99	93	43	40
<b>1516</b>	200	200	KAUAI HIGH	110	103	52	47
<b>1617</b>	184	184	WAIMEA HIGH	39	35	34	31
<b>1718</b>	116	678					

The above analysis compares the number of FAFSA's received by Kauai CC for each award year, as of January for that calendar year. For 2017-18 award year, we are seeing a 218% increase from the next highest award year (2014-15 - 213). Graphic on the right is a comparison of number of FAFSA's completed for the last two years, and is broken down by local high schools. When combining the public schools numbers, over the past year, there has been a 92% improvement in FAFSA's completed. This analysis clearly shows, that combined with early FAFSA, the Financial Aid offices outreach efforts are drastically improving FAFSA completion rates. As such, going forward Financial Aid office plans to continue to make these outreach efforts in the same manner, possibly increasing frequency.

## Scholarship Awards/Disbursements

With a few exceptions, all scholarships for Kauai CC, and the UH System are administered by UH Foundation. For the 2014-15 award year, the Common Scholarship Application was adopted in order to allow students to apply for all UH Foundation scholarships via one application and personal statement. Information students enter on the application, along with information we have on record, is utilized in order to "Match" students to every scholarship fund the student is eligible for. The application dates are from December 1st to March 1st, and this application period is for awards to be awarded/disbursed the following Fall and Spring semesters.

Once the application closes on March 1st, and the "Matching" process is completed, the applications are given to the various committees to review and decide upon recipients. Financial Aid office is notified of the committees decisions and makes the awards. It is recommended that committees also provide "Secondary Recipients" in the event the originally chosen recipient becomes ineligible for any reason.

Number of Scholarships Awarded			Scholarship Dollars Disbursed		
<u>1415</u>	<u>1516</u>	<u>1617</u>	<u>1415</u>	<u>1516</u>	<u>1617</u>
97	111	104*	\$120,838	\$130,452	\$110,918*

\*2016-17 numbers reflect amounts after cancelling due to ineligibility, but prior to re-awarding

The above chart displays number of scholarships awarded and amounts disbursed for the Fall and Spring of the given award year. For the 2015-16 award year, the number of scholarships awarded via the

Common Scholarship Application increased by 14.43% from the previous year. The amount of dollars disbursed during the same time period increased by 7.96% .

Until re-awarding for the spring 2017 semester is completed, firm amounts are unknown, however ineligible awards have been cancelled, and once re-awarding happens, the trend should continue to show further improvement.

Even though only 3 years in existence, due to the improvement shown in the numbers above, Financial Aid will continue to utilize the "Common Scholarship Application" for as long as the system will continue to pay for its services. Some improvements still need to be made in the area of timely review and selecting of recipients, clear communication of amount of dollars to be spent, and further review of the logic that provides the "Matching". But overall, this tool allows for efficient organization and spending of scholarship dollars.

## **Part V. Survey results**

Financial Aid was also included in the Community College Survey of Student Engagement (CCSSE), and was ranked on a 3 point scale, in three areas: 1) Frequency of utilizing services and/or Financial Aid office, 2) Satisfaction of Financial Aid services, and 3) Importance of Financial Aid's role

- Frequency: since 2010, this area has always been ranked under 2, meaning the students have reported using the financial aid services not at all or rarely (1.69, 1.88, 1.87, 1.85). Financial aid, in theory, should be a seamless process once the FAFSA is completed., and as such, students shouldn't be required to spend a lot of time in the financial aid office, so that they can focus their time on their studies. So this is one of the areas of the survey where a low score indicates a good result. Our score over the past 4 surveys shows that our Financial Aid department is operating smoothly, efficiently, and seamless, like the process is intended.
- Satisfaction: since 2010, the students reported satisfaction with financial aid has been steadily increasing from a score of 2.22 in 2010 to a score of 2.40 in 2014. 2016 showed a slight dip, with a score of 2.26, which can be attributed to many reasons. For example, number of students completing survey, category of students completing survey, various student situations, and familiarity with Federal Regulations are all examples. Due to this survey being a 3 point scale, all of these years have reported an above average score.
- Importance: A lot students depend on financial aid, to varying degrees, in order to pursue their educational goals. In all of the past 4 survey's, students reported feedback of financial aid having a high importance to them in regards to their studies. In addition, the importance level has steadily been increasing since 2010, with a slight dip in 2016, but still showing that students feel Financial Aid is of importance, and for many, a necessary tool that allows students the opportunity for higher education. (2.49, 2.58, 2.60, 2.48)

## **Part VI. Status Report for the prior year requests and Action Plan for next year**

Below status report is for resources requested in 13-14 award year. No further resource requests have been made by the financial aid department



Program Goal & Campus Strategic Priority or Goal	Action Item	Resources Needed	Person(s) Responsible	Timeline	Indicator of Improvement	PLO impacted	Status
<b>Financial Aid Goal #5: Address Health &amp; Safety Issues</b>	Purchased through last year's APRU process. We have received the privacy screens and they are currently in use. Significantly decreases the opportunity of sensitive data being shared. Portable, so able to remove when only 1 student is in lab.	Cost approximately \$1250 for 5 - 12" x 16" screens.	Financial Aid Manager, Jeff Anderson and financial aid staff	Fall 2014 (completed)	Maintain greater confidentiality for students utilizing Financial Aid Computer stations	Goal 5	Have received and currently in use
<b>Financial Aid Goal #1: Access and #4: Enriching Student Experience and increasing the efficiency, effectiveness and sustainability of the KCC environment.</b>	Have received printer and currently in use. Works great as office's main copier for students. Able to print/copy in color as well when needed. Office no longer needs to close, or otherwise inconvenience students	Cost approximately \$500 for model to replace Cannon Image Class M6560 or equivalent.	Financial Aid Manager, Jeff Anderson and financial aid staff	Fall 2014 (completed)	Offer greater individual and immediate service to students	Goals 1 & 4	Have received and currently in use

	when copies are needed to be made.						
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**Part VII. Resource Request and Budget Implications**

No resource requests from Financial Aid department.

**Part VIII. Action Plan**

**Outreach:**

The Financial Aid Office will continue to participate in various activities to promote awareness of financial aid opportunities for students and families to pay for higher education. These events are not limited to the campus, but, rather, are open to the entire island community. The office directly markets to the campus and community through a variety of methods, including handouts, flyers, brochures, regularly updated website, email blasts, and occasional radio and newspaper advertisements. Via the Marketing Dept., Financial Aid has recently been featured in the Garden Island on a regular basis, to promote FAFSA completion and other "Hot Topics" in financial aid. In addition, financial aid information will continue to be given directly to the high schools on a regular basis via our marketing efforts. The office sees itself as the island's resource for financial aid information.

The Financial Aid Office will continue participating in the annual Kaua'i Island College Fair by presenting in a special session on financial aid topics and providing financial literature to attendees. The office also holds various workshops on multiple topics, including FAFSA completion, UH Common Scholarship Application, and various Native Hawaiian scholarship programs, often allowing the student/parent to complete and submit the application at that time. We have found these workshops to be quite beneficial, and plan on continuing to hold these workshops in the future. Timing of these workshops will depend on the topic given.

The Financial Aid Office also plans to continue executing several yearly events to educate the community on financial aid opportunities. The first event is the High School Counselor Workshop, where all area high school counselors are invited to receive training to assist their students with completing the Free Application for Federal Student Aid (FAFSA) and scholarship applications. At our annual College Goal Sunday, staff assists families in completing the FAFSA step-by-step. Finally, in the fall months, the office holds Financial Aid Nights at each of the three public high schools and Island School. At this event, office staff not only explains the financial aid process to graduating seniors and their parents, but assists them in actually completing and submitting their FAFSA that night. Since implementing the FAFSA completion aspect of our Financial Aid Nights, we have seen a drastic increase in the amount of completed FAFSA's, confirming that this extra outreach effort substantially makes a difference in opening the doors to higher education for many needy families.

**Financial Literacy:**

The Dept. of Education tracks the number of students each institution awards federal loans to, and also the number of those students that end up defaulting on those loans. To a certain degree, each

institution is held liable for those defaults in the form the "Cohort Default Rate". These default rates are released by the Dept. of Ed annually, and a 3 year cohort is used each time. Once a school reaches a CDR of 30%, the Dept. of Ed begins heightened monitoring of the defaults and requires additional requirements from the institution. At last release Kauai CC's default rate was 26.5%. Current efforts to reduce our default rate include the mandated "Exit Counseling" emails that are sent out, as well as additional outreach efforts via phone, letters, and emails, to students that are currently in default, or in danger of becoming in default. Also, recently a financial literacy piece was implemented in the IS103 class to allow students to learn the importance of proper financial responsibility

Future efforts, which will be made possible with the additional hire, can include:

- In person Exit Counseling
- Present at New Student Orientation, senior capstone classes, and/or students about to be graduating
- In depth review of the "Draft" default rate when released
- Utilize repayment estimators and "Payment Calculators" with students
- Students applying for "Income Based Repayment" plans
- Work with Career Services and meet with unemployed students

Financial aid office looks forward to implementing new approaches and processes to address and reduce our default rate.

**Faculty/Staff Development:**

Foster faculty and staff currency of expertise in their areas of responsibility through support of professional development activities.

Financial Aid is constantly faced with changes to Federal Regulations. It is imperative that the financial aid staff stay abreast of all new regulations and receive adequate training to process financial aid in accordance with the law. The Financial Aid Office receives an annual Financial Aid Administrative Allowance Allocation to be used for professional development and travel, and is usually a big enough allocation for one person to travel to one mainland conference. Attendance at these national conferences should be for all FA office staff, however budget reasons sometimes don't allow that. Once the FA Admin Allowance is spent, Student Services budget must be utilized for conferences, which sometimes doesn't allow for all staff to attend. Due to the importance of this professional development and training opportunities, Financial Aid office will continue to lobby for a larger portion of the Student Services budget so that all staff can attend. Typical professional development opportunities have been:

- WASFAA Conferences
- NASFAA Conferences
- PacFAA Conferences
- PacFAA Fall Training
- Management and Leadership Institute Trainings
- WASFAA's Sister Dale Brown Summer Institute for New FAO's
- UH System Banner Training
- UH System Financial Aid Officer's Meetings
- UHCC System Financial Aid Officers Meetings/Trainings

Due to the constantly changing regulations, new regulations being created, new political administrations causing change, as well as the overall need for professional development, Financial Aid plans to continue with these annual trainings for the staff.