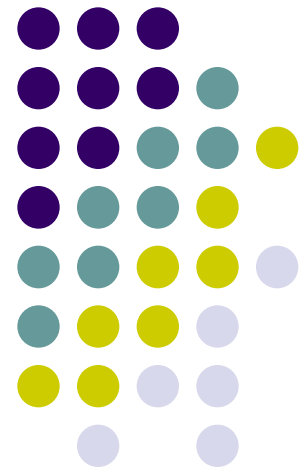
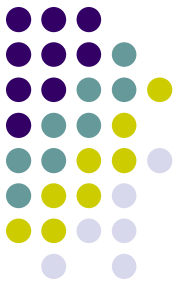


Assessment

Student Services Department
August 3, 2012



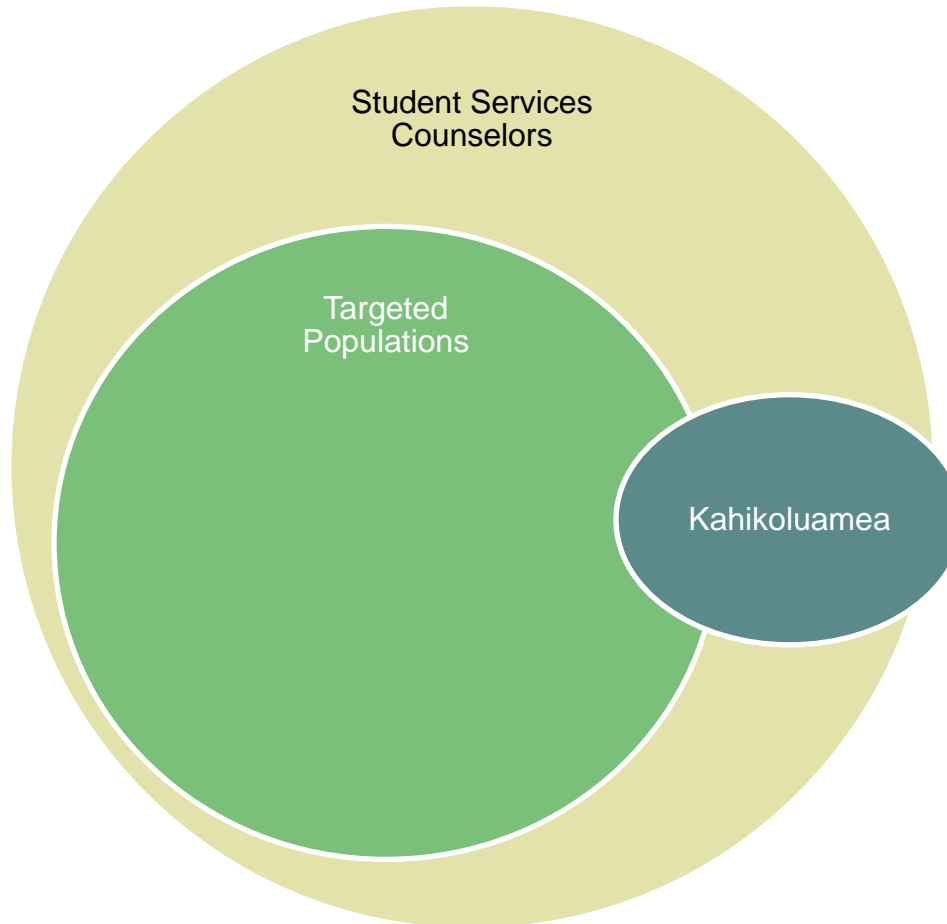
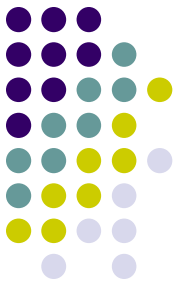
Who are we?



Targeted Populations

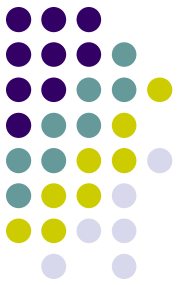
- Deaf Center
- Disability Support Services
- Kuilei
- Mental Health
- Native Hawaiian CTP
- Single Parents and Displaced Homemakers
- TRIO
- Veterans Program

Individual Program and Collaborative Plans



Student services counselors - Assessment in place for the action plan including the Kahikoluamea Department

Targeted Populations and Kahikoluamea - Individual program outcomes and assessment plans



Collaborative Plans

Student Development Outcomes

Students will continue to grow through self-awareness

Students will be responsible and make informed decisions

Student Services Learning Goals

Removal of Barriers

Connection to Resources

SS Action Plan

CSI

Financial Literacy

"Being your best you" Workshop Series

SS Program Outcomes

Deaf Center

DSSO

Kahikoluamea

Kullei

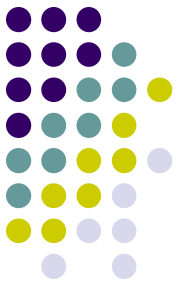
Malama/NHCTEP

Mental Health

SPDH

TRIO

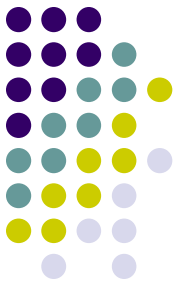
Veterans



Collaborative Plans

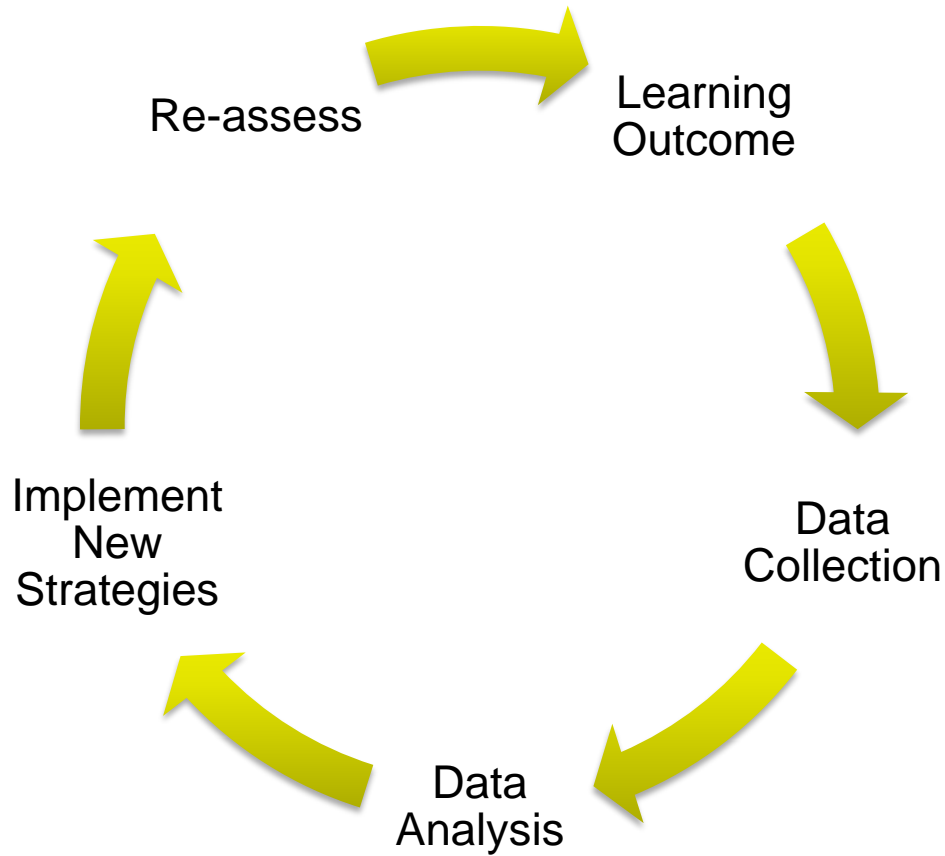
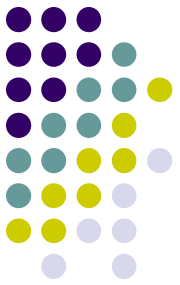
- CSI
 - Fall 2011
- Financial Literacy
 - Spring 2012
- Being your Best You Workshops
 - Fall 2012

Program Learning Outcomes

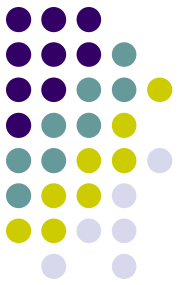


- Deaf Center
- Disability Support Services
- Kuilei
- Mental Health
- Native Hawaiian CTP
- Single Parents and Displaced Homemakers
- TRIO
- Veterans Program

Cycle of Assessment



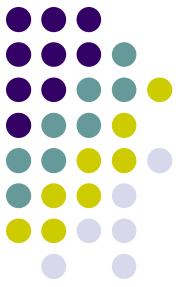
Learning Outcomes – Deaf Center



Program SLO Learning Report

Program SLOs	Timeline	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment ¹	Next Steps ²
1. SWiBAT recognize and name their Disability Notice	Baseline: Fall 2012 Assessment 1: Fall 2013 Assessment 2: Fall 2014	Yes - Recognize and name Disability Notice No – Unable to recognize and name Disability Notice	Evaluation at the end of intake session		
2. SWiBAT identify the accommodations they will receive as listed on their Disability Notice	Baseline: Fall 2012 Assessment 1: Fall 2013 Assessment 2: Fall 2014	Yes - Identify their accommodations No – Unable to identify their accommodations	Evaluation at the end of intake session		
3. SWiBAT understand their responsibilities and duties related to their accommodations	Baseline: Fall 2012 Assessment 1: Fall 2013 Assessment 2: Fall 2014	4 - Request made for sign language interpreter and/or Computer Assisted Note taker (CAN) prior to 2-week deadline. *see rubric for all levels	Record date of requests for sign language interpreter and/or Computer Assisted Note taker (CAN) and the deadline date.		-

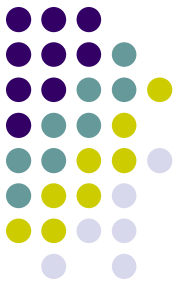
Learning Outcomes - Single Parents and Displaced Homemakers Program



Student will be able to:

1. Identify their next step(s) as a result of attending SPDH information session.

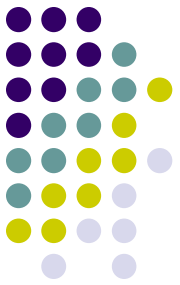
Learning Outcomes - TRIO- Student Support Services



Student will be able to:

- Complete FAFSA prior to KCC's priority deadline of April 1.
- Use online Financial Literacy during the academic year

Learning Outcomes - Veterans



[Competency Statement

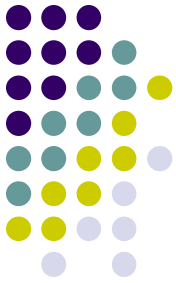
The MVP will assist military service men, women, and their dependents so that they will be able to complete the U.S. Department of Veterans Affairs (VA) Application, 1990 paper version, or online version (VONAPP).

	Able	Unable
4 – Advanced	Student successfully completes the application and submits all required documents.	
3 – Competent	Student submits an application but documents are missing.	Application is missing documents.
2 – Basic	Student picks up an application or goes to VONAPP website and asks questions about it.	Student starts application but does not complete it.
1 - Poor		Student does not go to website.

Benchmark: The MVP will ensure that the military service men, women, and their dependents will have access to the information they need to make informed decisions concerning the use of their well-earned educational benefits. This will be aligned with the President signed Executive Order 13607 – Establishing Principles of Excellence for Education Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.

Next Steps: Data collection.

Data Collection and Analysis- Kuilei



Competency Statement #1:

Students will be able to successfully complete an University of Hawaii System Application.

	Can do	Can't do
4 – Advanced	Student submits a completed application that includes all required documents.	
3 – Competent	Student submits a completed application.	Application is missing documents and is prevented from registering for classes.
2 – Basic	Student picks up an application and asks questions about it.	Student picks up an application but doesn't complete it.
1 – Poor		Student doesn't pick up an application.

Benchmark:

Increase the yield rate of recent high school graduates applying and enrolling at Kapiolani Community College by 2% each year starting with the Fall of 2013. This will be aligned with the College's Strategic Outcome B, Performance Measure 1 of increasing the Fall enrollment by 2% per year (2008-2015 Strategic Plan).

Next Steps:

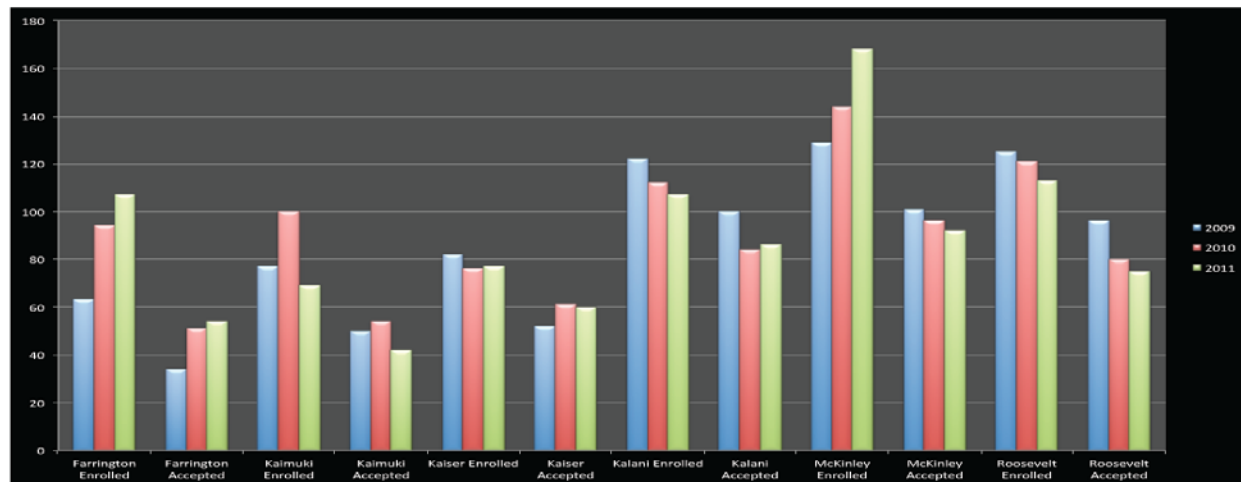
Revisit outreach strategies

- Year 1: Create a comprehensive pre-admissions/applying workflow
 - Application workshops
 - College exploration workshops – identifying which college is the best fit
- Year 1 and 2: Develop assessment workflow
 - Create a pre/post assessment using sign in sheets at the workshops and tracking enrollment status via Banner
- Year 3: Make adjustments as the assessment results

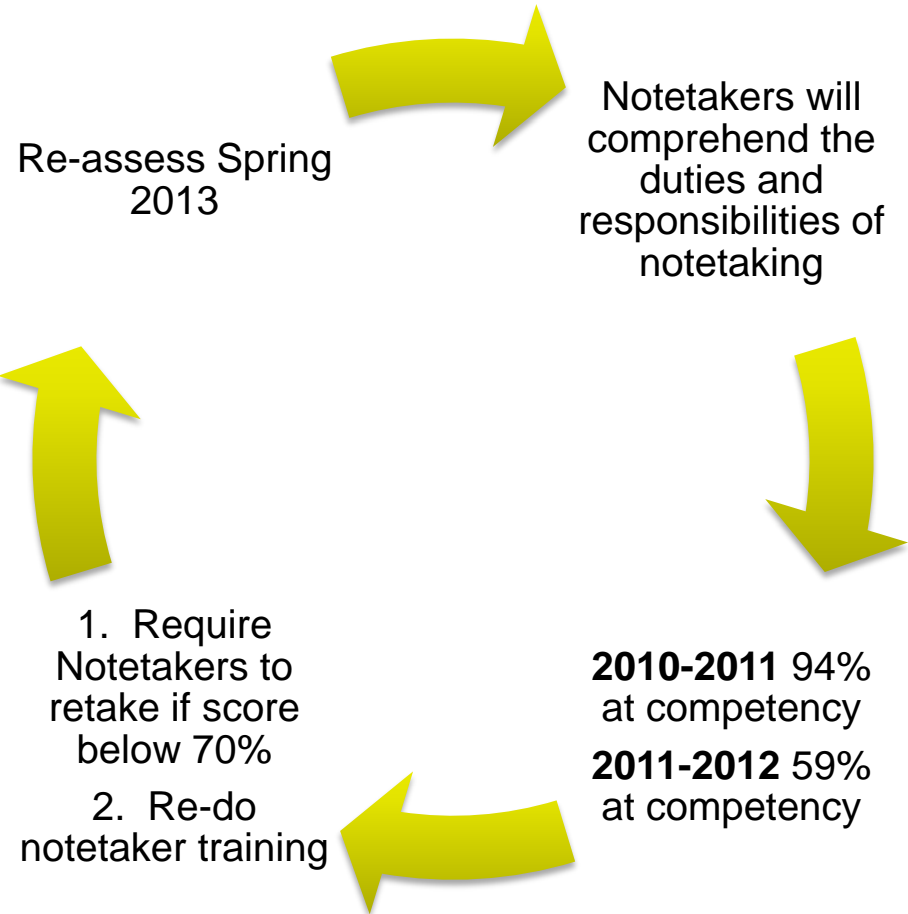
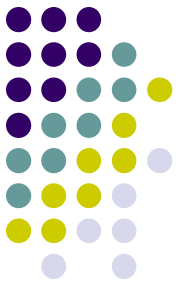
Results: (Applied #, Accepted #, Enrolled # - Yield % is Enrolled/Accepted – data pulled from www.hawaii.edu/iro/)

In each box includes the number of students that applied to KCC, followed by the number that were accepted, followed by the number of students that enrolled in that Fall semester. The percentage is the yield rate that is calculated by the number of students that enrolled with the number of students that were accepted.

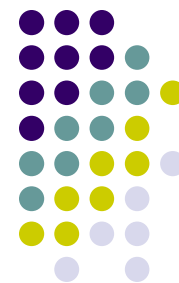
FALL	Farrington	Kaimuki	Kaiser	Kalani	McKinley	Roosevelt
2009	63, 59, 34 Yield = 57.6%	77, 71, 50 Yield = 70.4%	82, 78, 52 Yield = 66.7%	122, 121, 100 Yield = 82.6%	129, 125, 101 Yield = 80.8%	125, 124, 96 Yield = 77.4%
2010	94, 89, 51 Yield = 57.3%	100, 97, 54 Yield = 55.7%	76, 75, 61 Yield = 81.3%	112, 111, 84 Yield = 75.7%	144, 138, 96 Yield = 69.6%	121, 118, 80 Yield = 67.8%
2011	107, 97, 54 Yield = 55.7%	69, 63, 42 Yield = 66.7%	77, 74, 60 Yield = 81.1%	107, 107, 86 Yield = 80.4%	168, 158, 92 Yield = 58.2%	113, 109, 75 Yield = 68.8%



Closing the Loop- DSSO



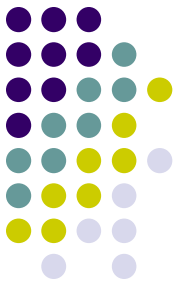
Disability Support Services Office



Program SLOs	Timeline	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment ¹	Next Steps ²
1. SNTWiBAT + <u>complete+ all requirements for employment as a DSSO notetaker.</u>	Baseline: Fall 2010- Spring 2011 Assessment 1: Spring 2012 Assessment 2: Spring 2013	4- Complete all Documents, training, without assistance and/or reminders within one week *see rubric for all levels	Blue Form – Outlines students progress through completing employment process	Fall 2010- Spring 2011 Total - 3.11 At competency levels 4 and 3 – 61% Fall 2011-Spring 2012 Total – 2.99 At competency levels 4 and 3 – 36%	<ul style="list-style-type: none"> - Re-staff - Train front staff to better emphasize importance of employment docs - Phone Reminders

Program SLOs	Timeline	Expected Level of Achievement	Assessment Strategy/ instrument	Results of Program Assessment ¹	Next Steps ²
2. SNTWiBAT + <u>comprehend+ the duties and responsibilities of notetaking.</u>	Baseline: Fall 2010- Spring 2011 Assessment 1: Spring 2012 Assessment 2: Spring 2013	4- Earn of score of 100% on note taking training quiz *see rubric for all levels	Note taking quiz – given at Training or individual training (powerpoint)	Fall 2010-Spring 2011 Total - 3.67 At competency levels 4 and 3 – 94% Fall 2011- Spring 2012 Total- 3.5 At competency levels 4 and 3 – 59%	<ul style="list-style-type: none"> - Require note takers to retake if below 70% - Re- do note taking training to emphasize missed items on quiz

3 year plan- Disability Support Services Office



2010-2013

SNTWiBAT + complete+ all requirements for employment as a DSSO notetaker.

SNTWiBAT + comprehend+ the duties and responsibilities of notetaking.

2012-2014

SWiBAT + identify+ their Disability Notice(DN)

SWiBAT + identify+ the accommodations they will receive through their Disability Notice(DN)

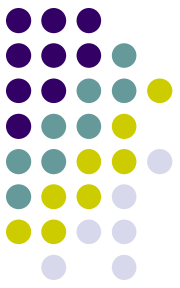
SWiBAT + comprehend+ their responsibilities and duties related to their accommodations

2012-2015

FWiBAT + identify+ disability notice

FWiBAT + comprehend+ disability notice

FWiBAT + comprehend+ their responsibilities and duties related to their DSSO students' accommodations



Challenges

- Re-organization of counselors and addition of new positions
- There is a wide range of services offered in our department
- All programs needed to create competencies that were meaningful to them and useful for improvements in the future
- Concern about competencies addressing student outcomes only; what about other services such as faculty and staff education?



Next Steps

- Continue with Individual Program assessment
- Work with new positions
- Continue to collaborate as a larger group for action plan goals.

Thank you for everyone's hard work!

