MISSION

Provide assistance in applying for and receiving state and federal aid in a student-friendly environment that is equally accessible to eligible students interested in pursuing an education.

PROGRAM GOALS

Increase the number of students receiving financial aid; especially those receiving Federal Pell Grant, and increase the overall financial aid participation rate of Native Hawaiian students.

LEARNING OUTCOMES

N/A

SERVICE OUTCOMES

As a result of using the services provided by the Financial Aid Office, students will be able to:

1) Identify needs and concerns in order to ask appropriate questions in verbal and written form related to their financial aid in order to resolve problems.

2) Utilize financial aid budgetary tools and resources to create and maintain a budget appropriate to their financial status.

3) Utilize organizational skills in a timely manner to accurately complete forms and produce necessary documents in the home, work place, and greater community.

POINTS OF PRIDE

1) In AY 2013, a total of 2,104 students were awarded financial aid and in AY 2014, a total of 2,275 students were awarded.

2) In AY 2013, a total of 1,484 students received the Federal Pell Grant in the amount of $4,182,334 and in AY 2014; to date as of May 2014, 1,586 students received the Federal Pell Grant in the amount of $4,312,033. NOTE: The final AY 2014 Federal Pell Grant count will not be available till September 2014 because awards are still being made for summer.

ASSESSMENT ACTIVITIES 2013-2014
Learning / Service Outcome 1

The Financial Aid Office chose to assess that students will be able to identify needs and concerns in order to ask appropriate questions in verbal and written form related to their financial aid in order to resolve problems because many students are not aware that they can review their financial aid status and awards on their MyUH portal.

Does your outcome link to one of the college’s Institutional Learning Outcomes? _X__ Yes ___ No

If Yes, which one (check all that apply):

_ X_ Critical Thinking  _ X_ Quantitative Reasoning
___ Information Literacy  ___ Career Preparation
_ X_ Effective Communication  ___ Community Awareness and Social Responsibility

Methods and Measures

Reviewed and grouped e-mails received during the 2013-2014 academic year to determine the common questions.

Findings

The top five areas where students had questions about were: 1) General Information about Financial Aid, 2) Change of Enrollment, 3) Assistance with Requested Documents, 4) Loan Information and 5) Financial Aid Status.

Based upon the results, we found that we need to do a better job in providing general information about financial aid and provide instructions/tutorials on how to navigate through the MyUH portal.

Decisions / Recommendations

Based upon the results, we have started to update the layout and information on the Honolulu CC Financial Aid webpage so that students can find information with ease and added instructions on how to navigate through their MyUH portal.

Learning / Service Outcome 2

*Copy and paste to create and fill out as many boxes as necessary.*

Methods and Measures

Findings
Decisions / Recommendations

PLANS FOR THE COMING YEAR 2014-2015

With the start of processing 2014-2015 financial aid applications, we began to use monthly tally sheets of phone calls and over the counter assistance to determine peak periods and review to see if students have less questions about general information and have a better understanding of their financial aid using the MyUH Portal.

SUPPORTING DOCUMENTS & OTHER DATA

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<th>Change of Enrollments</th>
<th>Docs</th>
<th>FWS</th>
<th>General Information</th>
<th>Grades</th>
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Totals: 283 172 1 303 7 95 15 49 27 89

A list of links to supporting assessment documentation including, but not limited to, assessment instruments, tables, graphs, references and other artifacts such as portfolios, essays, pictures, video, and podcasts. If you looked at other types of data, please include a summary of those and/or attachments.