

<b>Student Affairs Learning Outcome:</b>					
<i>Students will access appropriate information and resources to support their academic journey.</i>					
<b>Area</b>	<b>Related Outcome</b>	<b>Measurement*</b>	<b>Benchmark</b>	<b>Results</b>	<b>Action Plan</b>
Recruitment & Outreach	Students participating in all day college awareness event will demonstrate understanding of the college application process	# of completed applications at given event (to at least one UH institution)	70%	93% (212) of those attending the Castle Senior Day at Kaneohe Marine Corps Base completed an application.	1. Consider possibility of future such events for a greater number of area high schools. (Added Kailua Senior Celebration Day in April 2013) 2. Monitor number matriculated of those who applied.
Admissions & Records	Students will demonstrate mastery of the online application process.	# of complete, accurate applications	90% of previous year's total	Fall 2012 total application processed = 1697 accepted = 1444 denied = 5 (dismissed students) incomplete = 248 (34 were due to Change of Home Institution - already accepted at another CC)  Spring 2013 total application processed = 837 accepted = 669 denied = 3 (dismissed students) incomplete = 165 (16 were due to Change of Home Institution - already accepted at another CC)	-Set as benchmark for next year. -Continue to work with system to improve areas in application that have high error rates or cause difficulties. For example, the Registrar provided significant input on the Residency section in this iteration because it was ambiguous and caused students issues. It has been improved for next year.
Financial Aid	Students will access financial aid resources.	Number of completed FAFSA applications	Increased percentage of accurate	In 2009-2010, <b>721</b> apps complete by 4/1.	-Continue to maintain accessibility and financial aid outreach

			completed FAFSA's by priority deadline	<p>2010-2011 <b>1032</b></p> <p>2011-2012 <b>1,298</b> (2934 total apps)</p> <p>2012-2013 <b>1,478</b> (3222 total apps)</p> <p>Slight increase in percentage (44% to 46% between FY2012 and FY2013) and large increase in number of priority deadline complete.</p>	(TRIO SSS, ETS, UB, PACFAA, 'Aha's, NSO) -Considering the past 4 years, we can see large increases in applications by priority deadline. At this point, we may be reaching a maximum and may have to change our benchmark from increasing the percentage to 'maintaining the percentage.' We will observe in FY14.
Counseling (1)	Students will access accurate and appropriate information with regard to Academic Status, Resource Availability and their Next Step in their Educational Plan.	-Q1 on pink sheet -each counselor tracks documents desired/given for information for 1 day in semester	80%	100% agree or completely agree.	need to collect this data once every fall and spring for two weeks. This way, we can compare results and initiate corrective action, should there be a trend toward lower ratings in any areas. We also agreed to be open to new ideas of even better ways to assess the effectiveness of what we do
Counseling (3)	Students will develop critical thinking through Identifying Resources; Evaluating Options;	- Q3, Q4 on pink survey sheet	80%	93% on Q3 and 93% on Q4 agree or completely agree.	need to collect this data once every fall and spring for two

	Establishing Priorities; Designing Education Plans and Implementing Actions.				weeks. This way, we can compare results and initiate corrective action, should there be a trend toward lower ratings in any areas. We also agreed to be open to new ideas of even better ways to assess the effectiveness of what we do
Student Life	Students will participate in student government, clubs, and sponsored events.	-Scanned i.d.'s at events	400 students participate in student government sponsored events	2833 Total student participation	-Far exceeded projections (2012-13). -Continue events at multiple campus locations with thematic programming -Discuss increasing benchmark with ASUH in Fall 2013.
TRiO Programs	Students will submit an accurate and completed FAFSA (Free Application for Federal Student Aid).	Actual completed FAFSA applications. Number of completed applications.	70%.	Met in 2012 annual report	Continue financial literacy and access programming.
Career & Transfer	Students will register with our Career Services software which provides access to resources (e.g. skills inventories, resume builders, employer database).	100 students register in first year	100 students	525 students registered with CSO  903 total systemwide active contacts with employers	-Continue to promote in conjunction with ASUH sponsored events. -Continue to offer overviews in Intro to College classes -Present at Frosh Camp

					regarding Career Services -next year goal 100 NEW registrants
VCSA Office	Students will articulate 3 behaviors that can effectively prevent subsequent special requests.	Oral quiz at end of special request interview for all students selected for interview (e.g. those deemed to have preventable request).	70%	100% of students articulated these 3 behaviors at the end of special request interview.	Consider creating a web-based version of this topic for those students who receive special requests but do not need to come for interview.
Disabilities Services	Students with disabilities will demonstrate knowledge of how to access reasonable accommodations.	Post-disabilities counseling survey indicating knowledge of rights (Q1), services available (Q2), and self-report of process for obtaining accommodation (Q3)	70%	100% (8 total) correctly answered Q1 and Q2. 100% agreed or strongly agreed that they knew how to ask for reasonable accommodations (Q3)	-Continue effective practices for disabilities counseling -Consider when to implement survey next year to reach larger number of students.
Supplemental Instruction	After attending regular SI sessions, the student will be able to apply learned study habits to improve class course work.		70%		
Mental Health	TBA				

\*Measurement should be a direct measure when possible (e.g. complete form, completed task), should not be a class grade.