



KAMEHAMEHA SCHOOLS®

## FREQUENTLY ASKED QUESTIONS

Financial Aid and Scholarship Services  
Community Service Portal

### 1. What is the Community Service Portal (CSP)?

*The Community Service Portal (CSP) allows KS post-high scholarship recipients to:*

- Access community service 24/7!*
- Review community service guidelines and deadlines.*
- Record, edit and view community service activities.*
- Submit community service activities.*

### 2. Can I report my community service activities using a paper form?

*No. For the current academic year, there is no paper form available.*

### 3. Who can I contact to get help with the CSP?

*Please contact KS Applicant Services Center at (808) 534-8080 or toll free 1-800-842-4682, press 2. KS Resource Centers are also available on each island. We encourage you to visit our website at [www.ksbe.edu/finaid/](http://www.ksbe.edu/finaid/) for helpful information & resources!*

### 4. Am I required to submit community service with a non-profit organization?

*Yes, all community service activities must be completed with a non-profit organization. If you are unsure that your activity is acceptable, please contact us prior to performing your community service.*

### 5. I can't log in to the CSP using my email address. What do I do?

*We use the most recent e-mail you provided KS Financial Aid & Scholarship Services. If you are having a CSP issue,*

- 1. Contact Kamehameha Schools (KS) Applicant Services Center at (808) 534-8080 or toll free 1-800-842-4682, press 2.*
- 2. Confirm the email address we have on file and receive kōkua to access the CSP.*

### 6. When I access the CSP, I am unable to view some photos and text. What do I do?

*We recommend using Firefox/Mozilla or Google Chrome to access the CSP. Internet Explorer and Safari do not allow proper viewing of all CSP features.*

### 7. Is the CSP mobile friendly?

*Yes, you can access the CSP on a smartphone or mobile device with internet access.*

### 8. Is the CSP secure?

*Yes, the CSP is a secured website. The CSP also limits access to award recipients only and requires login information that is unique to each student.*



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**9. Do I need to submit my supervisor's information?**

*Yes, please provide your supervisor's email and phone number when reporting your activities via the CSP. Supervisor information is required and KS may contact your supervisor to confirm community service activities.*

**10. Will my Nā Ho'okama a Pauahi Post High Counselor update the CSP on my behalf?**

*No, it is the recipient's kuleana to report their activities using the CSP.*

**11. Can I obtain a copy of what has been reported in the CSP?**

*Yes, you can view and print your report summary directly from the CSP.*

**12. When should I submit my community service hours?**

*We recommend submitting your hours immediately after they are performed.*

**13. What happens if I do not submit my community service hours by the deadline?**

*You will not be able to access the CSP after the deadline date. If you are awarded for the following academic year, future award disbursement may be delayed.*

**14. How do I complete an outstanding community service requirement?**

*If you need to fulfill an outstanding community service requirement,*

- 1. Contact Kamehameha Schools (KS) Applicant Services Center at (808) 534-8080 or toll free 1-800-842-4682, press 2.*
- 2. Request to speak with KS Financial Aid and Scholarship Services (FASS) regarding your outstanding community service requirement. Please have available the academic year you were awarded.*