

Student Services
Departmental Goals and Assessment Results
2012-2013

Department Name: Financial Aid Office

Departmental Goals for 2012-2013

1. Create a training program for all new employees with sections created for each specific group, i.e. Advisors, Specialists, Technician II and Technician (Specialist) 1. The Training Committee will be asked to review the new NASFAA University and to what extent SLCC FAO can utilize the training materials – A new assistant director was hired and this project was turned over to her. She is in the process of reviewing the previous information and preparing these training programs. We will continue this goal to 13-14.
2. Using the new 13-14 verification requirements (5 separate types), create a tracking plan to notify students of what group they are in and what is required for verification. – The FAO Form Committee created new forms to collect the new required information. The 5 areas have been separated so that students are not asked to submit unneeded information. The process appears to be working well.
3. Complete NASFAA R2T4 Assessment – Not Completed.
4. Complete the entire Policy section of the FAO Policies and Procedures Manual – This project was almost completed when additional new requirements were added. Rather than continue this as a goal, the goal will be to keep the P&P Manual updated on a yearly basis.
5. Complete the testing of and implement the Return of Title IV Funds Module in Banner.- The Assistant Director of Technical Operations, along with the Assistant Director – Jordan Campus, have been working on this project. They are going to begin the testing phase within the next three months. We will carry this goal over to 13-14.
6. Determine if the Financial Aid Office is effectively utilizing electronic processes and social media to assist students in filing for, receiving and managing their financial aid funds. – During the 2012 retreat, two committees were formed – Outreach and Social Media. The two groups have worked together on this project. The FAO was creating their own Twitter posting and Facebook page, but were asked by Marketing to discontinue this. The groups are now working through Marketing to utilize the social media already prepared by Marketing to assist students in only having to go to one location. They are continuing to come up with new uses of social media in reaching out to students. It is anticipated that these two committees will continue through the next academic year.
7. Audit and review aid disbursements and Satisfactory Academic Progress for non-credit (School of Applied Technology) programs. – This audit was completed and many suggestions were given on improving processes and being in compliance with Federal requirements. The SAT Financial Aid Coordinator is in the process of creating a P&P manual specifically for the SAT which will outline how financial aid works for clock hour programs and the processes we use. The completion of this manual will be a goal for the 13-14 year.

Project (Assessment) Title: 2012-2013 Satisfactory Progress: How Successful are Students for Whom an Appeal has been Approved?

College Priority & Objective: Improve Student Access and Success

Methodology (Plan/Timeline/Method):

Students who receive financial aid must achieve certain minimum requirements to continue to be eligible for aid. Students must maintain a 2.00 cumulative grade point average and maintain a pace consistent with graduation (completion rate of 70%). Students who do not achieve these minimum requirements are placed on warning. If the minimum requirements are not met, students may appeal and provide an academic plan as to how they will be successful in the future and meet the requirements.

The Financial Aid Office will track those students whose appeals are approved to determine if they are successful in meeting their academic plan and reaching the minimum requirements. The number/percentage of those successfully graduating will also be tracked.

The results will be used to determine:

- a. Students are meeting their academic plans
- b. Students are reaching their minimum satisfactory progress requirements.
- c. If the Financial Aid Office should do any type of intervention to assist the students in successfully completing their academic plans.

Results/Findings: Of 241 student placed on contract for the Spring 2013 Semester, only 86 met their contract requirements. This means that less than 36% of our students are completing their academic plan and meeting the requirements of their contracts. This include appeals approved by the Appeal Committee, the Director of Financial Aid and the AVP of Student Enrollment Services.

Actions Taken (Use of Results/Improvements) Based on this information, it appears that the current method of handling contracts does not assist our students in having success. During the 13-14 year, one of the goals of the office will be to find ways to improve the students' success rates either through early intervention, with assistance from other campus offices, increasing the time available to advisors to review appeals and collect additional information, or reviewing the use of professional judgment and determine if the FAO is just approving appeals because the student "submits documentation", but isn't prepared to attend school. In addition, academic plans will be strengthened to include requirements such as less hours or mandatory attendance at workshops aimed to assist students in test taking, time management, etc.

Other Notes

Project (Assessment) Title: 2012-2013 Graduation of Students who are Approved for Continuation of Funding Appeals.

College Priority & Objective : Improve Student Access and Success

Methodology (Plan/Timeline/Method):

Financial Aid recipients are restricted to applying for financial aid up to 150% of the credits required for their specific program of study. Students who exceed this amount may file a Continuation of Funding Appeal to extend their financial aid past this time. However, the FAO does not know how many of these students graduate from SLCC after signing the contract.

Using graduation rate and/or tracking completion of hours, the Financial Aid Office will determine if these appeals are facilitating the student's success or if the office should be doing more to assist these students in reaching their graduation goal.

Results/Findings: All students who signed continuation of funding contracts beginning Fall 2012 are being tracked. While some of the students have graduated, the majority appear to be on contract for 3 semesters or longer

Actions Taken (Use of Results/Improvements): . To be able to have valid information, these students will need to be tracked based on their anticipated graduation date together with the number of hours approved and the enrollment status (full-time, ¾ time, ½ time, less than ½ time). This will require continuing to track these students through the 13-14 academic year. We will also begin tracking any new students who sign contracts beginning May 2013 through Spring 2014.

Other Notes