

# 2010-2012 Assessment and Evaluation Report

Financial Aid Office  
Department of Student Services

by

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# Mission and Outcomes

## Institutional Mission

Historically diverse, uniquely Micronesian and globally connected, the **College of Micronesia-FSM** is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.

## Institutional Strategic Goal Supported

### Strategic Goal 2

Provide institutional support to foster student success and satisfaction

1. Promote strategic enrollment management for the College
2. Become more student-centered in the development of specific college system policies and procedures
3. Promote timely college tenure and graduation of students with mastery of array of core learning objectives, including civic-mindedness and self-value
4. Develop a student-friendly campus environment that encourages and enables students to be health conscious

### Strategic goal 9

1. Provide for continuous improvement of programs, service and college environment
2. Improve institutional assessment and evaluation
3. Integrate planning, evaluation and resource allocation for continuous improvement
4. Increase research and data driven decision making
5. Develop an integrated data system

## Department's Mission Statement

The **Department of Student Services** promotes student success and supports student learning with an increased sense of value and importance it holds for the enhancement of all aspects of student life and learning at the College of Micronesia-FSM.

## Unit's Mission Statement

**COM-FSM Financial Aid Office** supports the mission statement of the College and the Student Services. The primary mission of the **Financial Aid Office** is to administer all financial aid programs, federal or local in compliance with applicable law and regulations and maintaining integrity, accuracy and timeliness in the delivery of financial assistance to all students admitted to COM-FSM.

## Unit's Goals

Increased retention

## **Unit's Outcomes**

### **Outcome 1. Process 50% of financial aid awards for eligible students by November 30th.**

1. Five FAO staff to provide two weeks FAFSA on-line workshop at the beginning of each semester to get at least 60% of the student population.
2. Establish timeline for all financial aid documents required for packaging award.
3. Update Financial Aid Handbook and all financial aid forms as early as May.
4. Originate and disburse 100% of complete records as soon as the official enrollment reports are released.

### **Outcome 2. Provide financial aid status to all current students who are on last warning before registration.**

1. Complete 60% satisfactory academic progress review for last warning students at the beginning of each semester.
2. Provide one week financial aid workshop at the beginning of each semester to all students geared at explaining Satisfactory Academic Progress Policy.

### **Outcome 3. All FAO staff attained information critical to the integrity of the Federal Programs as well as the SEG program.**

1. Provide two financial aid training to all FAO staff at all campuses to ensure accurate processing of financial aid documents and applications.
2. FAO staff to participate in Staff Development Day and attend workshops relevant to their tasks.
3. One FAO staff to attend the annual Financial Aid Training sponsored by the U.S. Department of Education.

# Methodology

## Evaluation Questions, Data Sources, Sampling Methods, and Analysis

Evaluation Questions	Data Sources	Sampling	Analysis
Q1. Did Financial Aid Office process financial aid award in a timely manner?	Financial aid statements from students and parents, personal documents needed for awards, institutional financial form, FAFSA, enrollment logs, origination and disbursement records	Not applicable	Descriptive statistics
Q2. Did students receive early warning before placing them on financial aid suspension?	OARR grade records, warning letters and suspension letters	No applicable	Descriptive statistics
Q3. Are FAO staff at all sites get up-to-date information on financial aid?	FA policies and procedure, Staff Development documents, training logs, and trip reports	Not applicable	Descriptive statistics

## Timeline

Activity	Who is responsible	Date
Provide on-line FAFSA workshop	FAO staff	After January 1
Do early satisfactory academic progress review for second warning students.	FAO staff	As soon as grade reports are posted in the SIS
Update policies and procedures	Director of FAO	June

# Findings, and Closing the Loop

## Evaluation Question 1

Did Financial Aid Office process financial aid award in a timely manner?

### First Mean of Assessment for Evaluation Question 1

#### Means of Unit Assessment and Criteria for Success

The purpose of financial aid at COM-FSM is to assist COM-FSM students with financial need in meeting the costs associated with attaining a college education. Given the philosophy of the Board of Regents of COM-FSM that no qualified student be denied admission to COM-FSM solely because of lack fund, an effort will be made by the Financial Aid Office to assist all qualified students with financial need to cover the costs of their education. Financial Aid Office uses the following documents as the means of assessing the success of the first evaluation question.

1. FAO records
2. OAR records
3. Financial statements from students & parents
4. Personal documents needed for awards
5. Institutional financial aid form
6. US FAFSA
7. Policies and procedures
8. OAR grade records
9. Enrollment List

#### Summary of Assessment Data Collected

Goals for National Campus were all met. Chuuk and Kosrae Campuses did not meet their goals for all three terms (see Table below). Pohnpei campus met its goal only during Spring 2010 semester, and Kosrae campus, Summer 2009.

Campus	Summer 2009	Fall 2009	Spring 2010
National	91%	92%	90%
Chuuk	76%	80%	71%
Pohnpei	87%	81%	91%
Kosrae	84%	80%	69%
Yap	88%	90%	83%

#### Use of Results to Improve Program (Closing the Loop)

Financial Aid Office staff will review data collected in detail and distribute results to FAO representatives at the state campuses so close monitoring will be enforced.