

**Administrative and Support Units
Assessment Plan**

Financial Aid Office <hr/> Unit/Office/Program <input type="checkbox"/> Formative Assessment <input type="checkbox"/> Summative Assessment	<hr/> Assessment Period Covered <hr/> Date Submitted
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Institutional Mission/Strategic Goal:
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.
Strategic Goal (<i>which strategic goal(s) most support the services being provided</i>): Goal #2 Provide institutional support to foster student success and satisfaction.

Administrative Unit/Program 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
<div style="text-align: right; font-size: small; margin-bottom: 5px;">Continued on Administrative</div> delivery of financial assistance to all students admitted to COM-FSM,

Administrative Unite/Program Objectives:
Objective 1: Provide accurate financial aid information to students and parents in a timely way so they can plan for a college education.
Objective 2: To process all financial aid documents in a timely way
Objective 3: Provide training to all financial aid personnel on all campuses to ensure accurate processing of financial aid documents
Objective 4: Provide training to students and parents t o assist them in submitting accurate and complete forms

Evaluation questions	Data sources	Sampling	Analysis
1. Did Financial Aid Office process student financial aid awards in a timely manner?	<ul style="list-style-type: none"> Financial statements from students & parents Personal documents needed for awards Institutional financial aid form US FAFSA Policies & procedures OAR grade records Enrollment lists Student change information Letters of acceptance 	All awards for SY 2005 – 2006	<ul style="list-style-type: none"> Descriptive statistics Content statistics
2. What is the level of satisfaction of student, faculty, staff and community of Financial Aid office services?	<ul style="list-style-type: none"> Registration & orientation survey Counter services customer survey Focus group 	<ul style="list-style-type: none"> All Focus group sample 	<ul style="list-style-type: none"> Descriptive Statistics Content Statistics

Evaluation questions	Data sources	Sampling	Analysis
	<ul style="list-style-type: none"> CWS survey both students & employers 		
3. Do Financial Aid Office staff have the technical skills to process awards in a timely manner?	<ul style="list-style-type: none"> Training log (in house, travel, web based, etc.) Satisfaction survey 	All	<ul style="list-style-type: none"> Descriptive Statistics Content Statistics
4. Did Financial Aid Office maintain accurate student records?	<ul style="list-style-type: none"> FAO records OAR records Business Office reports 	All records SY 2005 – 2006	Descriptive statistics

Timeline

Activity	Who is Responsible?	Date
Provide COM-FSM financial aid documents on the college website	FAO and IT staff	On-going
Make available FAO documents at all FAO Offices of the COM-FSM	FAO staff	COM-FSM system wide
Conduct one FAFSA on the Web training to high counselors	FAO staff, High School counselors	March of every year

**Administrative and Support Units
Assessment Report**

Financial aid Office

Unit/Office/Program
☐ **Formative Assessment**
☒ **Summative Assessment**

Assessment Period Covered
2006-2007 to 2007-2008
Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

1. Did Financial Aid Office process student financial aid awards in a timely manner?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & 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.

- FAO records
- OAR records
- Financial statements from students & parents
- Personal documents needed for awards

- Institutional financial aid form

- US FAFSA
- Policies & procedures
- OAR grade records
- Enrollment lists

1a. Summary of Assessment Data Collected:

SY 2007-
2008

# of Records	National	Chuuk	Pohnpei	Kosrae	Yap
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9/24/2007	543,730.00				
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263 records were completed and processed and total payment of pell to National Campus students end of September was slightly higher than what was paid to students for the same period last school year.

10/4/2007	181,147.00				
10/5/2007			365,074.00		
10/12/2007	86,266.00				
10/16/2007			80,274.00		
10/17/2007		74,348.00			
10/17/2007	78,319.00				
10/18/2007			208,500.00		
10/23/2007	69,025.00				
10/25/2007			120,142.00		
10/31/2007	17,240.00				
10/31/2007				64,661.00	
Pell Payment	431,997.00	74,348.00	773,990.00	64,661.00	
Record Processed	485	38	368	36	

At the end of October a total of 927 records were processed and a total payment of pell was 1,888,726.00. This amount is higher than what was paid to students for the same period last school year which was 1,722,357.50

11/5/2007 13	167,019.00				
11/5/2007 14		64,653.00			
11/5/2007 15				131,905.00	
11/9/2007 16		146,006.00			
11/9/2007 17				39,282.00	
11/14/2007 18	78,748.00				
11/19/2007 19	81,179.00				
11/19/2007 20			91,573.00		
11/19/2007 21					90,287.00
11/19/2007 22		54,416.00			
11/19/2007 23				7,005.00	
11/22/2007 24					119,622.00
11/22/2007 25		73,273.00			
11/22/2007 26			32,871.00		
11/22/2007 27	12,392.00				
11/23/2007 28					37,715.00
Pell Payment	339,338.00	338,348.00	124,444.00	178,192.00	247,624.00

Record Submitted	712	198	460	147	113
<div>At the end of November a total of 1,614 records were processed and a total payment of pell was 3,116,672.00. This amount is higher than what was paid to students for the same period last school year which was 2,698,105.50</div>					
12/5/2007 29	93,206.00				
12/5/2007 30			42,562.00		
12/5/2007 31					44,182.00
12/5/2007 32				10,239.00	
12/5/2007 33		83,512.00			
12/10/2007 34	29,571.00				
12/10/2007 35			6,465.00		
12/12/2007 36		78,661.00			
12/12/2007 37			58,724.00		
12/12/2007 38	60,881.00				
12/12/2007 39				9,699.00	
12/13/2007 40	4,310.00				
12/13/2007 41			4,849.00		
12/13/2007 42				2,155.00	
12/18/2007 43	51,922.00				
12/18/2007 44			3,232.00		
12/18/2007 45				1,617.00	
12/18/2007 46					4,850.00
12/18/2007 47		4,311.00			
12/20/2007 48		10,775.00			
12/20/2007 49	24,245.00				
12/20/2007 50		59,266.00			
12/20/2007 51					3,233.00
12/20/2007 52			2,155.00		
12/21/2007 53	4,310.00				
12/26/2007 54	23,705.00				
12/26/2007 55			2,155.00		
12/27/2007 56		2,155.00			
12/27/2007 57			6,465.00		
12/28/2007 58				6,466.00	
12/28/2007 59		2,694.00			
12/28/2007 60			2,155.00		
1/7/2008 61	2,155.00				
Pell Payment	292,150.00	241,374.00	128,762.00	30,176.00	52,265.00
Record Processed	856	292	526	159	142

At the end December a total of 1,975 records were processed and a total payment of pell was 3,863,554.00. This amount is higher than what was paid to students for the same period last school year which was 3,623,740.50

1/17/2008 62				2,155.00
1/31/2008 63	867,929.00			
2/1/2008 64	153,369.00			
2/15/2008 65	367,843.00			
2/18/2008 66		723,419.00		
2/19/2008 67				223,376.00
2/25/2008 68			187,476.00	
2/26/2008 69	44,178.00			
2/29/2008 70	1,616.00			
3/4/2008 71	13,057.00			
3/4/2008 72		25,232.00		
3/4/2008 73				23,706.00
3/5/2008 74		469,815.00		
3/5/2008 75	17,237.00			
3/5/2008 76		4,310.00		
3/5/2008 77				1,078.00
3/10/2008 78	17,977.00			
3/10/2008 79		60,884.00		
3/14/2008 80	25,321.00			
3/14/2008 81		2,693.00		
3/14/2008 82			539.00	
3/27/2008 83	4,848.00			
3/27/2008 84		40,608.00		
3/28/2008 85	15,086.00			
3/28/2008 86			45,804.00	
4/3/2008 87		70,585.00		
4/3/2008 88	8,620.00			
4/3/2008 89				33,945.00
4/4/2008 90	15,085.00			
4/4/2008 91		332.00		
4/10/2008 92	4,622.00			
4/10/2008 93				3,772.00
4/10/2008 94			5,927.00	
4/14/2008 95	11,853.00			
4/17/2008 96		13,469.00		
4/17/2008 97		26,401.00		
4/17/2008 98	3,772.00			
4/17/2008 99			2,155.00	
4/18/2008 100		13,469.00		
4/22/2008 101		2,695.00		
4/22/2008 102				1,078.00
4/23/2008 103		38,253.00		
4/23/2008 104	1,078.00			
4/23/2008 105				3,233.00
4/25/2008 106		6,465.00		
4/25/2008 107			1,615.00	
4/25/2008 108		8,624.00		
4/30/2008 109		10,775.00		

5/7/2008 110			6,466.00		
5/7/2008 111		34,482.00			
5/7/2008 112	26,400.00				
5/7/2008 113				538.00	
5/13/2008 114		7,543.00			
5/13/2008 115	8,620.00				
5/13/2008 116					4,310.00
5/14/2008 117					4,310.00
5/16/2008 118	6,465.00				

Pell Payment	1,909,281.00	725,740.00	969,542.00	244,054.00	353,228.00
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Record Processed Spring

At the end of Spring 08 a total of 1,785 records were processed and a total payment of pell was 7,590,067.00. This amount is higher than what was paid to students for the same period last school year which was 7,414,899.50

Summer 2008

5/20/2008 119			6,465.00		
5/21/2008 120	2,155.00				
5/21/2008 121				4,312.00	
5/21/2008 122			1,078.00		
5/22/2008 123		15,088.00			
5/22/2008 124					4,310.00
5/23/2008 125				3,773.00	
5/29/2008 126			539.00		
6/24/2008 127	60,000.00				
6/25/2008 128			31,790.00		
6/25/2008 129	32,982.50				
6/27/2008 130	22,099.00				
6/27/2008 131			14,190.00		
7/2/2008 132	24,853.00				
7/2/2008 133				31,784.00	
7/9/2008 134	13,758.00				
7/10/2008 135			5,390.00		
7/10/2008 136					2,155.00
7/11/2008 137				1,617.00	
7/14/2008	18,328.00				
7/14/2008			11,858.00		
7/17/2008	15,630.00				
7/17/2008					37,116.00
7/17/2008		34,489.00			
7/23/2008			5,357.00		
7/23/2008		10,240.00			
7/23/2008				7,540.00	
7/28/2008					54,977.00
		18,860			

Pell Payment	189,805.50	76,677.00	76,667.00	49,026.00	98,558.00
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Unduplicated
count of record
processed

School Year 2006-2007

9/12/2006	1	205,896.00			
9/15/2006	2	90,113.00			
9/20/2006	3	115,426.50			
9/25/2006	4	49,338.00			
9/25/2006	5		56,701.00		
9/28/2006	6	79,913.00			
		540,686.50	56,701.00		
10/2/2006	7	91,471.00			
10/9/2006	8	45,538.00			
10/9/2006	9			32,909.00	
10/10/2006	10	63,109.00			
10/13/2006	11		110,871.00		
10/16/2006	12		228,312.00		
10/16/2006	13	37,970.00			
10/16/2006	14		61,260.00		
10/17/2006	15		56,202.00		
10/20/2006	16		167,298.00		
10/25/2006	17	63,286.00			
10/26/2006	18	38,984.00			
10/29/2006	19	66,503.00			
10/31/2006	20		61,257.00		
		406,861.00	122,517.00	562,683.00	32,909.00
11/1/2006	21	27,338.00			
11/2/2006	22		84,678.00		
11/2/2006	23			129,231.00	
11/6/2006	24			70,888.00	
11/6/2006	25	104,014.00			
11/7/2006	26			12,150.00	
11/7/2006	27	16,707.00			
11/7/2006	28			48,103.00	
11/13/2006	29		3,544.00		
11/16/2006	30	87,584.00			
11/16/2006	31		38,546.00		
11/21/2006	32	68,851.00			
11/21/2006	33		115,407.00		

11/21/2006 34					49,617.00
11/23/2006 35			10,634.00		
11/23/2006 36				20,760.00	
11/28/2006 37			34,934.00		
11/28/2006 38	8,713.00				
11/28/2006 39		3,544.00			
11/28/2006 40					40,505.00
	313,207.00	3,544.00	287,743.00	139,751.00	231,503.00
12/4/2006 41	88,920.00				
12/4/2006 42			20,756.00		
12/4/2006 43					3,545.00
12/4/2006 44		111,377.00			
12/6/2006 45	18,708.00				
12/6/2006 46					2,025.00
12/6/2006 47		182,252.00			
12/6/2006 48			2,531.00		
12/7/2006 49			32,909.00		
12/7/2006 50		65,307.00			
12/7/2006 51	5,063.00				
12/13/2006 52				68,281.00	
12/13/2006 53	42,528.00				
12/13/2006 54		86,953.00			
12/13/2006 55					24,303.00
12/13/2006 56			4,051.00		
12/21/2006 57			39,997.00		
12/21/2006 58	13,670.00				
12/21/2006 59		4,050.00			
12/29/2006 60		32,908.00			
12/29/2006 61			30,377.00		
12/29/2006 62				6,075.00	
12/29/2006 63	1,013.00				
12/29/2006 64		3,544.00			
1/3/2007 65		15,254.00			
1/3/2007 66	19,238.00				
	189,140.00	501,645.00	130,621.00	74,356.00	29,873.00
1/26/2007 34 Adjust.					506.00
2/13/2007 67	663,261.00				
2/14/2007 68				147,761.00	
2/16/2007 69	384,456.00				

2/26/2007 70	137,504.00			
3/6/2007 71		572,580.00		
3/9/2007 72			623,504.00	
3/12/2007 73	39,994.00			
3/13/2007 74				221,748.00
3/14/2007 75	92,645.00			
3/14/2007 76			15,824.00	
3/23/2007 77	4,557.00			
3/23/2007 78			27,019.00	
3/26/2007 79		74,419.00		
3/26/2007 80			24,807.00	
3/29/2007 81	32,905.00			
3/29/2007 82		55,688.00		
3/29/2007 83			20,250.00	
3/29/2007 84	1,519.00			
4/4/2007 85			31,894.00	
4/4/1987 86	5,062.00			
4/9/2007 87	4,050.00			
4/11/2007 88			9,620.00	
4/11/2007 89				30,380.00
4/11/2007 90			20,253.00	
4/12/2007 91	29,364.00			
4/17/2007 92	21,089.00			
4/17/2007 93		102,772.00		
4/19/2007 94			6,581.00	
4/23/2007 95				57,725.00
4/23/2007 96			13,164.00	
4/23/2007 97			5,569.00	
4/23/2007 98	38,708.00			
4/25/2007 99		31,896.00		
4/26/2007 100	8,100.00			
4/26/2007 101			3,543.00	
4/26/2007 102				6,078.00
5/1/2007 103			30,848.00	
5/1/2007 104		22,782.00		
5/1/2007 105				11,138.00
5/1/2007 106	5,063.00			
5/1/2007 107			3,543.00	
5/3/2007 108		15,605.00		
5/3/2007 109			5,270.00	
5/8/2007 110	8,100.00			
5/8/2007 111			6,583.00	
5/8/2007 112		28,351.00		
5/8/2007 113				2,025.00
5/8/2007 114			3,544.00	
5/14/2007 115			6,582.00	
5/16/2007 116		48,096.00		
5/16/2007 117				8,101.00

5/16/2007 118	18,733.00				
5/18/2007 119		54,677.00			
5/18/2007 120				21,266.00	
5/18/2007 121					2,025.00
5/18/2007 122			2,025.00		
5/21/2007 123		30,375.00			
5/23/2007 124				19,239.00	
5/23/2007 125	4,050.00				
5/23/2007 126			19,239.00		
5/30/2007 127			5,063.00		
	1,499,160.00	1,037,241.00	812,658.00	260,333.00	339,726.00

Summer 2007

5/30/2007 128				2,025.00	
6/5/2007 129		26,832.00			
6/5/2007 130	2,531.00				
6/5/2007 131				1,519.00	
6/14/2007 132		7,088.00			
7/2/2007 133			29,571.00		
7/5/2007 134				27,834.00	
7/9/2007 135	86,376.00				
7/9/2007 136					40,016.00
7/9/2007 137				30,877.00	
7/17/2007 138					36,467.00
7/23/2007 139	12,487.00				
7/23/2007 140				7,087.00	
7/23/2007 141					4,558.00
7/23/2007 142			4,052.00		
7/24/2007 143		95,682.00			
7/26/2007 144			3,038.00		
7/31/2007 145				506.00	
	101,394.00	129,602.00	36,661.00	69,848.00	81,041.00

1a: Use of Results to Improve Unit Services:

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:

1b. Summary of Assessment Data Collected:

1b: Use of Results to Improve Unit Services:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:

1c. Summary of Assessment Data Collected:

1c: Use of Results to Improve Unit Services:

**Administrative and Support Units
Assessment Report**

Financial Aid Office

Unit/Office/Program
() Formative Assessment
(X) Summative Assessment

Assessment Period Covered
2006-2007
Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

4. . Did Financial Aid Office maintain accurate student records?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1a. Means of Unit Assessment & Criteria for Success :

Student records are maintained in alphabetical order in locked file cabinets in the Financial Aid Office. A student record is started for each new applicant, is identified by the first year of application and maintained with cumulative applicant material until three years from the last application activity or three years from the date the student completes his/her program of study. Student files are kept at the National campus, filed separated by campus attended.

Financial Aid Office uses the following document to measure the success of the evaluation question 4.

- FAO records

1a. Summary of Assessment Data Collected:

National Campus

Enrollment	1068
Pell Recipients	950
Non Pell	118
FAS	69
Part Time failed to file FAFSA	49

Chuuk Campus

Enrollment	725
Pell Recipients	555
Non Pell	168
FAS	95
Failed to file FAFSA	73

Pohnpei Campus

Enrollment	710
Pell	585
Non Pell	125
FAS	60
Failed to apply	65

Kosrae Campus

Enrollment	322
Pell	223
Non Pell	99
Teacher paid by DOE	34
FAS	25
Failed to file FAFSA	40

Yap Campus	
Enrollment	327
Pell	259
Non Pell	68
Teacher paid by DOE	46
FAS	22

1a: Use of Results to Improve Unit Services:

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:

2006-2007 Audit Report

1b. Summary of Assessment Data Collected:

Part I - Summary of Auditors' Results

1. The Independent Auditors' Report on the financial statements expressed an unqualified opinion.
2. No significant deficiencies in internal control over financial reporting were identified.
3. Instances of noncompliance considered material to the financial statements were not disclosed by the audit.
4. No significant deficiencies in internal control over compliance with requirements applicable to major federal awards programs were identified.
5. The Independent Auditors' Report on compliance with requirements applicable to major federal award programs expressed an unqualified opinion.
6. The audit disclosed no findings required to be reported by OMB Circular A-133.
7. COM-FSM's major programs were:

<u>CFDA Number</u>	<u>Name of Federal Program or Cluster</u>
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U.S. Department of Education:

	Federal Student Aid Cluster:
84.063	Federal Pell Grant Program
84.033	Federal Work-Study Program
84.007	Federal Supplemental Opportunity Grant

See

1b: Use of Results to Improve Unit Services: