

Unit Assessment Report - Four Column  
 College of Micronesia - FSM  
 C - studentServices - Financial Aid

**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.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - studentServices - Financial Aid - 2013-2014 FAO Outcome 1 - Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office.</p> <p><b>AUO Assessment Cycle:</b> 2013 - 2014</p> <p><b>Start Date:</b> 07/02/2013</p> <p><b>Inactive Date:</b> 10/02/2014</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b> Interact with students with compassion, care and professionalism.</p> <p><b>Assessment Type:</b> Survey</p> <p><b>Target:</b> 80% of students who receive financial services are satisfied with the services provided by Financial Aid Office.</p>	<p>06/28/2014 - A satisfaction survey was conducted to a non probability sample of students during the spring semester of 2013-2014 school year. The total number of students who successfully filled out and completed the survey was only 34. From the results taken from page 10 of the survey, the 34 survey respondents indicated that less than 80% of students who received financial aid services were satisfied with the services provided.</p> <p><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b>  <a href="#">FAO Services Satisfaction Survey.pdf</a>  <a href="#">FINANCIAL AID OFFICE (FAO) - Student Satisfaction Survey.pdf</a></p>	<p>07/11/2014 - Although the survey indicated that Financial Aid Office did not meet its target, the first issue to deal with will be to increase the participation and increase the sample size. The 34 respondents for Spring 2014 semester does not sufficiently represent the entire student population who were utilizing financial aid services for both Spring 2014 semester and the whole 2013-2014 school year. It is recommended that the survey and sampling method should be improved for the next reporting year.</p>
	<p><b>Assessment Strategy:</b> Ensure that processing of awards is performed on a timely manner.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 100% of eligible students received award before the end of each semester.</p>	<p>07/18/2014 - Less than 100% of eligible students received award before the end of each semester as evident from disbursing of several students' awards after the ends of Fall 2013 and Spring 2014 semesters. This was due to late submission of required documents by students as well as late in filling out of FAFSA.</p> <p><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 2013 - 2014</p>	<p>08/14/2014 - Financial Aid Office will seek ways to better encourage students to complete and submit FAFSA early to ensure early correction and early pell grant award processing. Financial Aid Office has planned to establish deadline for students to submit required documents. This will allow time for Financial Aid staff to gather, review and process records on a timely manner as well as entertaining early submission of required documents.</p>

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	<p><b>Assessment Strategy:</b> Provide Financial Aid Counseling to at risk students.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 100% of students on deficiency list will be notified of financial aid status and action steps to take to maintain financial aid eligibility.</p> <hr/> <p><b>Assessment Strategy:</b> Provide easy access to all required financial aid forms and information.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> All financial aid and scholarship forms will be displayed and easily picked up on the financial aid office counter.</p> <p><b>Related Documents:</b> <a href="#">Financial Aid March 2014 Monthly Report</a></p>	<p>07/18/2014 - 100% of enrolling students received Financial Aid counseling and their Financial Aid Status slips during registration. This was done as Step 3 of the registration process during both early and regular registration and unless all the steps were completed during the registration process, a student cannot register.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <hr/> <p>07/18/2014 - Starting from beginning of Spring 2014 semester, Financial Aid Office started displaying financial aid forms at the counter for easy access to students. It is evident from the log in sheets provided every month that students were easily picking up financial aid forms on demand. See page 4 of the sample monthly report provided as well as other related documents provided indicating that financial aid forms were displayed and easily picked up by students.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b> <a href="#">Financial Aid March 2014 Monthly Report</a> <a href="#">Financial Aid Forms</a> <a href="#">Sample Log in sheet</a></p>	<p>09/19/2014 - Move towards continuity.</p> <hr/>
<p>C - studentServices - Financial Aid - 2013-2014 FAO Outcome 3 - The department will remain in compliance in its annual audit.</p> <p><b>AUO Assessment Cycle:</b> 2013 - 2014</p> <p><b>Start Date:</b></p>	<p><b>Assessment Strategy:</b> Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators.</p> <p><b>Assessment Type:</b> Internship/Supervisor Evaluation</p>	<p>07/18/2014 - One financial aid staff attended Pacific Financial Aid Administrators (PacFAA) conference in March 2014. Federal updates and new information were obtained from the conference.</p> <p><b>Target Met:</b></p>	<p>07/28/2014 - Tetaake Yee Ting who attended the 2014 PacFAA is still yet to provide a presentation on what was learned during the conference. A powerpoint presentation based on the PacFAA</p>

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<p>07/02/2013  <b>Inactive Date:</b>  10/02/2014  <b>AUO Status:</b>  Inactive</p>	<p><b>Target:</b>  All Financial Aid staff will be able to explain financial aid regulations that affect students and school eligibility for Title IV funds.</p> <hr/> <p><b>Assessment Strategy:</b>  Ensure the College meets regulatory requirements necessary to participate in federal and state programs  <b>Assessment Type:</b>  Internal Audit/Report  <b>Target:</b>  100% of student records will be well documented for annual auditing.</p>	<p>Yes  <b>Reporting Period:</b>  2013 - 2014  <b>Related Documents:</b>  <a href="#">2014 PacFAA Trip report</a></p> <hr/> <p>07/18/2014 - Financial Aid office staff are in the process of reviewing 100% of student records and verifying all required documents for annual auditing. From the 2012-2013 audit report, there were slight and minor discrepancies with the names spelling and typing errors on birth certificates.  <b>Target Met:</b>  No  <b>Reporting Period:</b>  2013 - 2014  <b>Related Documents:</b>  <a href="#">Document Review</a></p>	<p>conference is almost at its completion and will be soon shared and distributed to all Financial Aid and Student Services staff members across all campuses.</p> <hr/> <p>07/02/2014 - To prevent further discrepancies in the future for auditing purposes, there in progress Financial Aid office staff are in the process of reviewing 100% of student records and verifying all required documents for annual auditing. Financial Aid will also need to create electronic filing system for documents and ensure all incoming documents be thoroughly reviewed by assigned staff. The assigned staff will have the sole responsibility to check all spelling and dates on all submitted documents. The documents will be scanned and stored in an electronic filing system for easy retrieval in the future.</p>
<p>C - studentServices - Financial Aid - 2013-2014 FAO Outcome 2 - New incoming students will demonstrate financial aid literacy.  <b>AUO Assessment Cycle:</b>  2013 - 2014  <b>Start Date:</b>  07/02/2013  <b>Inactive Date:</b>  10/02/2014  <b>AUO Status:</b></p>	<p><b>Assessment Strategy:</b>  Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them.  <b>Assessment Type:</b>  Descriptive Statistics  <b>Target:</b>  80% of incoming freshmen students demonstrated acquired knowledge of Satisfactory Academic Progress (SAP) Review Policies.</p>	<p>07/18/2014 - 100% of incoming freshmen who attended the Financial Aid Presentation during orientation at the beginning of Fall 2013 semester were provided with an updated Financial Aid brochure. However, less than 80% of those attended the Fall 2013 Freshmen Orientation presentation showed demonstrated acquired knowledge of SAP review policies. See result summary provided on SAP Knowledge.  <b>Target Met:</b>  No</p>	<p>07/28/2014 - Even though it was evident that incoming freshmen students did demonstrate some acquired knowledge of the SAP review policies by comparing the results from the Pre and Post tests conducted, the total score shows that it did not reach the targeted 80%. When looking at the SAP Knowledge correct result for both tests, the Post test scores for the</p>

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Inactive		<p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b> <a href="#">Fall 2013 Freshmen Orientation</a></p>	<p>SAP Knowledge was only 73.6%. It is recommended that the method of delivery be improved for future orientations so that students will be able to comprehend well what is being presented.</p>
	<p><b>Assessment Strategy:</b> Financial Aid workshops on the Satisfactory Academic Progress (SAP) Review will be conducted at the beginning of each semester to enrolling students.</p> <p><b>Assessment Type:</b> Exam/Quiz - Pre-Post</p> <p><b>Target:</b> 80% of those attended the workshops will demonstrate correct knowledge based on their scores in the quiz provided in those workshops.</p>	<p>07/18/2014 - A short quiz was conducted (pre &amp; post test) to the students who attended an orientation workshop during Fall 2013 freshmen orientation. The test consisted of several statements categorized into four main areas such as 1. Financial Aid Office (FAO) Terminologies 2. Financial Aid (FA) Knowledge 3. Satisfactory Academic Progress (SAP) Knowledge and 4. Supplemental Education Grant Work-Study (SEG WS) Knowledge. The pre-post test scores showed more than 80% of those attended the workshops demonstrated acquired knowledge based on their scores in the quizzes provided before and after workshop. See provided quiz and result summary.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b> <a href="#">Fall 2013 Freshmen Orientation</a> <a href="#">Fall 2013 Freshmen Orientation Quiz</a> <a href="#">Fall 2103 Orientation</a></p>	
	<p><b>Assessment Strategy:</b> Online FAFSA workshop to be conducted at the beginning of Fall semester.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 60% reduction in correction at the end of the school year.</p>	<p>07/18/2014 - No online FAFSA workshop was conducted. Most students were able to fill out FAFSA online independently using library computers and their own laptops. However, Financial Aid provided one-on-one hands on instructions for those students who needed direct guidance on filling out the online FAFSA. This was recorded on the log in sheet as application for FAFSA (see related sample of Log in Sheet provided). In observing the number of corrections</p>	<p>07/02/2014 - Financial Aid will seek to collect and review all completed FAFSA forms from High school applicants. Financial Aid office will be reviewing the FAFSA applications and will be responsible for mailing the applications.</p>

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		<p>during the processing of awards, there has not been a reduction in the corrections. Most of the corrections were on inconsistencies in names given on the FAFSA against birth certificates submitted which included spelling differences, birth dates and birth years typing errors, addition of middle initials and the use of a spouse's last name.</p> <p><b>Target Met:</b> No</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b> <a href="#">2014 PacFAA Trip report</a> <a href="#">Sample Log in sheet</a></p>	
<p>C - studentServices - Financial Aid - 2013-2014 FAO Outcome 4 - Ensure eligible students are able to utilize the SEG Work-Study Program.</p> <p><b>AUO Assessment Cycle:</b> 2013 - 2014</p> <p><b>Start Date:</b> 07/02/2013</p> <p><b>Inactive Date:</b> 10/02/2014</p> <p><b>AUO Status:</b> Inactive</p>	<p><b>Assessment Strategy:</b> Conduct SEG work-study workshops at the beginning of each semester on policies, regulations and procedures of the SEG Work-Study program</p> <p><b>Assessment Type:</b> Exam/Quiz - Pre-Post</p> <p><b>Target:</b> 80% of eligible students will gain knowledge about the Work-Study program and its procedures.</p>	<p>06/27/2014 - From the quiz (pre and post tests) conducted during the work-study workshops during Fall 2013 and Spring 2014 semesters, the scores demonstrated that more than 80% of eligible students who attended the workshops gained knowledge about the work-study program and its procedures. The quiz consisted of ten true and false statements which were categorized into four categories; 1. Policies and Regulations 2. Goals and objectives 3. Procedures and 4. Criteria, requirements and eligibility. In both workshops, more than 80% demonstrated their gained knowledge of the work-study program and its procedures as evident from the post-tests in both semesters. See quiz and result summary provided.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p> <p><b>Related Documents:</b> <a href="#">2013-2014 Work-Study Workshop Assessment</a></p>	

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	<p><b>Assessment Strategy:</b> Ensure students follow instructions and apply them on basic working practices and proper conduct.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 80% of students on work-study will be exposed to working experience relating to their field of studies and/or develop work ethics in regards to punctuality, responsibility and ability to carry out and complete assigned tasks.</p>	<p><a href="#">2013-2014 Work-Study Workshop Assessment</a></p> <hr/> <p>06/28/2014 - According to the work-study payroll list, less than 80% of students on work-study were managed to be placed at areas relating to their field of studies. However, in observing how time sheets were submitted and completed more than 80% students did learn how to fill out time sheets correctly and managed to correctly add up their working hours. There were very few late time sheets submitted with corrections needed.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2013 - 2014</p>	<p>07/20/2014 - Even though the target is met on developing the work skills and ethics of students, Financial Aid office will continue to seek and solicit more worksites to accommodate the needs for work-study students to work at worksites relating to their field of studies.</p> <hr/>