

Administrative Unit Program Review

AU Full Official Name		Financial Aid Office	
Campus	National	AU Review Submission Date	April 25, 2014
Completed by	<p>Arnica S. Halbert Acting Director of Financial Aid</p> <p>Tetaake Yee Ting SEG Work-Study Coordinator</p>	AU Review Cycle	2010-2014
Supervisor	Joey Oducado Acting VP for Student Services	Date submitted to Supervisor	April 25, 2014

Mission and Goals

The Institutional Mission, Vision, Core Values, and Goals drive all college's activities. Describe how your unit support each of these

<p>Institutional Mission</p> <p>The College of Micronesia-FSM is a continuously improving best practices learner-centered institution of higher education committed to the success of the Federated States of Micronesia by providing academic, career, and technical educational opportunities (Approved by the COM-FSM Board of Regents, May 7, 2013).</p>	<p>How the unit support the college's mission:</p> <p>COM-FSM Financial Aid Office is committed to provide for financial assistance in order to enable students to achieve their goals in academic, career and technical educational opportunities as provided by the institution.</p>
<p>Institutional Vision</p> <p>College of Micronesia-FSM will provide educational opportunities of the highest quality and will embrace the life-long pursuit of knowledge and the enrichment of diverse Micronesian communities we serve (Approved by the COM-FSM Board of Regents, May 7, 2013).</p>	<p>How the unit support the college's vision</p> <p>COM-FSM Financial Aid Office provides services to all eligible students enrolled at the College of Micronesia-FSM across all the four states.</p>
<p>Institutional Core Values</p> <ol style="list-style-type: none"> 1. Learner-centeredness 2. Professional behavior 3. Innovation 4. Honesty and ethical behavior 5. Commitment to hard work 6. Team work 7. Accountability 	<p>How the unit support this</p> <p>COM-FSM Financial Aid Office supports the core values of the College of Micronesia-FSM by striving to maintain strict compliance to Title IV policies and regulations.</p> <ol style="list-style-type: none"> 1. With the college's eligibility to continue to use Title IV funds students receive adequate financial assistance. 2. By attending Title IV related trainings through Federal sponsored programs Financial Aid staff are able to commit themselves in providing excellent and exemplary service to students. 3. By regularly getting federal updates on Title IV policies and regulations Financial Aid provides an opportunity for the college community to function effectively while keeping up with changes. 4. In collaboration with student services staff across the four campuses Financial Aid staff work closely together to meet to accomplish tasks and to meet federal deadlines.

Institutional Strategic Goals	How the unit support this
<p>1. Focus on student success. The College of Micronesia-FSM will pursue excellence in student success and will develop a balance between “<i>access and success</i>” with appropriate career pathways for learners.</p> <p>2. Emphasize academic offerings in service to national needs. The College of Micronesia-FSM will increase the number of four-year program opportunities while also strengthening the career and technical educational opportunities for non-college-bound students.</p> <p>3. Be financially sound, fiscally responsible, and build resources in anticipation of future needs. The College of Micronesia-FSM will generate diversified revenue sources, create an allied foundation, and accumulate reserves and endowment assets.</p> <p>4. Invest in and build a strong capacity in human capital. The College of Micronesia-FSM will support and strengthen faculty, staff, and administrators through establishment of aspirational goals for credentialing and funding professional development and building upon organizational and leadership capacity.</p> <p>5. Become a learning organization through development of a learning culture guided by learning leaders. The College of Micronesia-FSM will operate under the assumptions that learning is a skill and is worthy of investment and mastery, and that the communication of information and participatory governance are pivotal to organizational success. There will be support of the time, energy, and resources necessary to foster critical reflection and experimentation towards institutional improvement through double-loop learning and systematic thinking.</p> <p>6. Evoke an image of quality. The College of Micronesia-FSM will be viewed as a model institution for best practices exhibited through quality, excellence, and integrity of both employees and graduates. The college will maintain regional accreditation without sanction for the maximum six-year cycle allowed by the Accrediting Commission for Community and Junior Colleges: Western Association of Schools and Colleges.</p>	<p>COM-FSM Financial Aid Office continues to link its goals and objectives to student success as specified in its mission and goals.</p>

AU Mission, Goals, and Objectives)		
<p>Mission Statement</p> <p>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.</p>	<p>Goals</p> <p>2011-2012 Provide Institutional Support to Foster Student Success and Satisfaction.</p> <p>2012-2013 Increase student access and success.</p> <p>2013-2014 Foster student success.</p>	<p>Objectives</p> <p>2010-2012 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Process 50% of financial aid awards for eligible students by November 30th. 2. Provide financial aid status to all current students who are on last warning before registration. 3. All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the SEG Program <p>2012-2013 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner. 2. Enrolling students shall exhibit increased awareness of their financial aid status and to take appropriate steps during registration. 3. Students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program. <p>2013-2014 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office. 2. New incoming students will demonstrate financial aid literacy. 3. The department will remain in compliance in its annual audit. 4. Ensure eligible students are able to utilize the SEG Work- Study Program.

AU Description, Data and Trends Analysis

<p>Describe the purpose, components, and staffing of the AU</p>	<p>The Financial Aid Office administers various types of financial assistance to help students pay for their educational expenses. Financial aid is provided by federal, state, and institutional sources and consists of grants, loans, and work-study. Current staffing of Financial Aid Office at National campus includes only five staff after termination of Financial Aid Director.</p>
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Current Staffing. Complete the table below

List each position by classification	Percent of Employment	Months per Year of Employment	Source of Funding	FTE
Director of Financial Aid	100%	12	Annual Budget	1
Student Services Specialist III	100%	12	Annual Budget	2
Student Services Specialist II	100%	12	Annual Budget	1

Student Services Assistant I	100%	12	Annual Budget	1
Clerk III	100%	12	Annual Budget	1

Other Resources. Complete the table below

List each position by classification	Services Provided	Number of Hours	Overall Cost	Source of Funding
None	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Utilize the data provided in the above table in a discussion of the appropriateness of the staffing levels of the AU

From the data available through SIS, using FTE and head count calculations, the Financial Aid Office Counselor/staff to student ratio and the Financial Aid Office Counselor/staff to head count ratio for National campus are given in the table below:

Semester	Headcount	Total Credits	Full-Time Equivalent
Fall 2011 Ratio	1,092 1:182	13,621	1,135 FTE Students 1:189
Spring 2012 Ratio	959 1:159	12,084	1,007 FTE Students 1:167
Fall 2012 Ratio	1,072 1:177	13,152	1,096 FTE Students 1:182
Spring 2013 Ratio	976 1:162	12,035	1,003 FTE Students 1:167
Fall 2014 Ratio	968 1:161	12,098	1,009 FTE Students 1:168
Spring 2015 Ratio	849 1:142	10,603	884 FTE Students 1:147

From the above table, the ratios during the 2011-2012, 2012-2013, and 2013-2014 cycles indicate that the number of Financial Aid Office staff serving the students at National campus was adequate. Note however that the FAO-National Campus serves students at the National Campus as well as those registered at the State Campuses. The foregoing table basically takes reference of the staff to student (headcount and FTE) ratios using National Campus' 2011 to 2015 enrollment figures. There are services provided by FAO that are centrally processed at the National Campus. As such, conservatively, FAO-National Campus can claim 25%-30% of the headcount students or FTE students registered at the State Campuses.

How does this AU serve the population of the College?

FAO serves 100% of eligible students by providing the administration of Federal Student Assistance as well as other Financial Assistance not limited to SEG Assistance, SEG Work-Study and Scholarships based on established federal regulations and accreditation standard.

Since the previous AU program review, what significant changes have occurred that impact the services of the AU?

This is the first program review. However, prior to this review, the changes in organizational structure and redundancy of one worker from FAO had impacted the packaging of award letters and notification of student financial aid status.

What methods are used to evaluate AU's effectiveness to the population that interacts with it?	What do the results of the above methods of evaluation indicate about the effectiveness of the AU?	How have the results of this analysis been used to make improvements to services provided by the AU?
Annual assessments 2011-2012, 2012-2013 and 2013-2014	See assessment reports for cycles 2011-2012, 2012-2013 and 2013-2014, as attached.	See assessment reports for cycles 2011-2012, 2012-2013 and 2013-2014, as attached.

Provide any other relevant data that are relevant to this AU program review

Annual assessments, quarterly performance reports, enrollment data, and other reports.				
Strengths, Weaknesses, Opportunities, Challenges (SWOC)				
Based on analysis in the preceding sections, what are the AU's strengths?	<ol style="list-style-type: none"> 1. Processing of Awards in compliance with Federal regulations 2. Updated software and programs used 			
Based on analysis in the preceding sections, what are the AU's weaknesses?	<ol style="list-style-type: none"> 1. Documentation of activities and lack of sufficient assessment tools. 2. Lack of procedure handbook or specific procedure manuals. 			
Based on analysis in the preceding sections, what opportunities existing for the AU?	<ol style="list-style-type: none"> 1. Online access for most financial aid information including FAFSA online, SIS information, and self-computing of financial aid status by students. 2. Cross-training between FAO staff and other offices of Student Services Department. 			
Based on analysis in the preceding sections, what challenges exist for the AU?	<ol style="list-style-type: none"> 1. Corrections of FAFSA information provided by students usually delay awarding process. 2. Origination and Dispersing process usually gets slow during daytime due to high number of network users. 3. Evaluation of Processes used by AU 			
Evaluation of Processes used by AU				
Describe any on-going systematic method used to evaluate the efficacy of processes used by the AU.				
All activities are based on assessment plans based on surveys and questionnaires. Allocation of funding is based on assessment plans.				
Provide example (s) of how this AU program review has led to continuous quality improvement				
FAO has moved further into making effort in documenting all services and activities such as workshops and financial aid counseling and objectives and goals have become focused on student learning outcomes. Program review has also helped to identify gaps and weaknesses, and areas to improve.				
Service Area Outcomes Assessment				
List AU's Service Area Outcomes by completing the expandable table below				
Service Area Outcomes	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used for Improvement	Number of Cycle Completed
2010-2012 Assessment Cycle <ol style="list-style-type: none"> 1. Process 50% of financial aid awards for eligible students by November 30th. 2. Provide financial aid status to all current students who are on last warning before registration. 3. All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the SEG Program. 	August 2012	August 2012	FY 2012-2013	1
2012-2013 Assessment Cycle <ol style="list-style-type: none"> 1. Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner. 2. Enrolling students shall exhibit increased awareness of their financial aid status and to take appropriate steps during registration. 3. Students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program. 	August 2013	August 2013	FY 2013-2014	1

<p>2013-2014 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office. 2. New incoming students will demonstrate financial aid literacy. 3. The department will remain in compliance in its annual audit. 4. Ensure eligible students are able to utilize the SEG Work- Study Program. 	<p>June 2014</p>	<p>June 2014</p>	<p>FY 2014-2015</p>	<p>1</p>
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AU Assessment. Complete the expandable table below

Outcome Numbers	Intended Outcomes	Means of Assessment	Criteria for Success	Summary of Data Collected	Use of Results
2010-2012 FAO Outcomes 1-3	See 2010-2012 FAO Annual Assessment Report	Appendix A, 2010-2013 FAO Annual Assessment, or http://wiki.comfsm.fm/@api/deki/files/1581/=FY2010_12_SSNCFAO_WS123.pdf			
2012-2013 FAO Outcomes 1-3	See 2012-2013 FAO Annual Assessment Report	Appendix B, 2012-2013 FAO Annual Assessment Report, or http://wiki.comfsm.fm/@api/deki/files/4280/=2013-2014_FAO_Annual_Assessment_Report-TracDat.pdf			
2013-2014 FAO Outcomes 1-4	See 2013-2014 FAO Annual Assessment Report	Appendix C, 2013-2014 FAO Annual Assessment Report, or http://wiki.comfsm.fm/@api/deki/files/4279/=2012-2013_FAO_Annual_Assessment_Report-TracDat.pdf			

How has AU's assessment of Service Area Outcomes led to improvements in services provided to patrons

The assessment has led to achievements in student learning oriented goals and objectives.

What challenges remain to make the AU more effective?

Limited SEG funding and budget cuts funding.

Describe how the AU's Service Area Outcomes are linked to the Institutional Strategic Goals

Institutional Strategic Goals	AU Service Area Outcomes	Linkages
<p>2011-2012 Provide Institutional Support to Foster Student Success and Satisfaction.</p>	<p>2010-2012 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Process 50% of financial aid awards for eligible students by November 30th. 2. Provide financial aid status to all 	<p>ACCJC IIB, now ACCJC IIC, IEMP SS2, SD1</p>

<p>2012-2013 Increase student access and success.</p>	<p>current students who are on last warning before registration.</p>	
<p>2013-2014 Foster student success.</p>	<p>3. All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the SEG Program.</p>	
	<p>2012-2013 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner. 2. Enrolling students shall exhibit increased awareness of their financial aid status and to take appropriate steps during registration. 3. Students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program. 	
	<p>2012-2013 Assessment Cycle</p> <ol style="list-style-type: none"> 1. Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner. 2. Enrolling students shall exhibit increased awareness of their financial aid status and to take appropriate steps during registration. 3. Students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program. 	

Evaluation of Progress toward previous Goals

List the goals from AU's previous program review

There were no program reviews done before.

Describe the level of success achieved in goals listed above

Goals from previous AU Program Review	Level of Success Achieved
Not applicable	Not applicable

In cases where resources were allocated toward goals, evaluate the efficacy of that spending

Goals from previous AU Program Review	Resources Allocated	Efficacy of Spending
Not applicable	Not applicable	Not applicable

Short-Term and Long-Term Goals

Using the table below, list the short and long term goals (a minimum of two for each) for the AU. These goals should follow logically from the information provided in the program review. Use a separate table for each additional goal

Short-Term Goals 1 (Two-Year Cycle)

Identify Goal	Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office
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Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. Interact with students with compassion, care and professionalism. 2. Ensure that processing of awards is performed on a timely manner. 3. Provide Financial Aid Counseling to at risk students. 4. Provide easy access to all required financial aid forms and information.
What measurable outcome is anticipated for this goal?	80% of students who receive financial services are satisfied with the services provided by Financial Aid Office.
What specific aspects of this goal can be accomplished without additional financial resources?	The goal does not require additional resources
Short-Term Goals 2 (Two-Year Cycle)	
Identify Goal	Part Time and Full Time students will become financial aid literate.
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them. 2. A total of two Financial Aid workshops on the Satisfactory Academic Progress (SAP) Review will be conducted at the beginning of each semester to enrolling students. 3. Online FAFSA workshop to be conducted at the beginning of Fall semester. 4. Financial Aid Handbook to be updated on the College's website in a fashion comprehending to the reading style of students we have.
What measurable outcome is anticipated for this goal?	<ol style="list-style-type: none"> 1. 80% of those who attend the workshops will demonstrate correct knowledge-based on their scores in the quiz provided in those workshops. 2. 60% reduction in correction at the end of the school year. 3. At least 50% of student who access the financial aid handbook through the college's website are satisfied with how the information is presented.
What specific aspects of this goal can be accomplished without additional financial resources?	The goal does not require additional resources
Long-Term Goals 1 (Five-Year Cycle)	
Identify Goal	The department will remain in compliance in its annual audit.
Describe the plan to achieve the goal (i.e., action plan)	<ol style="list-style-type: none"> 1. Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators. 2. Ensure the college meets regulatory requirements necessary to participate in federal and state programs.
What measurable outcome is anticipated for this goal?	<ol style="list-style-type: none"> 1. All financial aid staff will be able to explain financial aid regulations that affect students and school eligibility for Title IV funds. 2. 100% of student records will be well documented for annual auditing.
What specific aspects of this goal can be accomplished without additional financial resources?	This goal does not require additional resources in order to be accomplished.
Long-Term Goals 2 (Five-Year Cycle)	
Identify Goal	To enhance campus life experience by providing effective support programs and services
Describe the plan to achieve the goal (i.e., action plan)	Design and develop a well structured module for all co- and extra-curricular activities with defined outcomes, contents and methodologies to assess the effectiveness in achieving their intended student learning outcomes.
What measurable outcome is anticipated for this goal?	At least 75% of the students will explore opportunities for involvement in campus life activities.

What specific aspects of this goal can be accomplished without additional financial resources?		
Requests for Resources		
Complete a new table for each short-term and long-term goals listed in the immediately preceding section that would require additional financial resources. These requests for resources must follow logically from the information provided in this AU program review.		
o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	Requested Dollar Amount	Potential Funding Source
o Short-Term Goal o Long-Term Goal		
Goal Number and Goal Description		
Type of Resources	Requested Dollar Amount	Potential Funding Source
AU Program Review Summary		
This section provides the reader with an overview of the highlights, themes, and key segments of the AU program review. It should include new information that is not mentioned in the preceding sections of this document.		
As of this program review, the Director of FAO position has been vacant leaving the financial aid office with only 5 staff. At the absence of the director, the current operation of the FAO has been tightly involved with reconciling, reconnecting, updating with new compliance demand from US Department of Education. Moreover, from the conjunctive effort of FAO, the Institution has been certified as an approved facility for Veterans Affairs work-study site.		
Response Page		
AU Vice President or appropriate immediate Management Supervisor		
<input type="checkbox"/> I concur with the findings contained in this AU program review.		
<input type="checkbox"/> I concur with the findings contained in this AU program review with following exceptions (include a narrative explaining the basis for each exception):		
<input type="checkbox"/> I do not concur with the findings contained in this AU program review (include a narrative exception):		

2010-2012 Assessment and Evaluation Report

Financial Aid Office
Department of Student Services

by

Eddie Haleyalig
Director of Financial Aid

College of Micronesia-FSM
P.O. Box 159, Kolonia, Pohnpei, Federated States of Micronesia 96941

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.

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 - 2012-2013 FAO Outcome 1 - Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner.</p> <p>AUO Assessment Cycle: 2012 - 2013</p> <p>Start Date: 07/02/2012</p> <p>Inactive Date: 07/01/2014</p> <p>AUO Status: Inactive</p>	<p>Assessment Strategy: Establish time line for all financial aid documents required for packaging award, and originate and disburse 100% of complete records as soon as the official enrollment.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 50% of financial aid awards for eligible students by November 30, and May 31</p>	<p>08/08/2013 - 80% of eligible students during Fall 2012 semester received their financial aid awards on or before November 30, 2012. More so, 91% of eligible students during Spring 2013 semester received their financial awards on or before May 31, 2013. The established criterion for success is "50% of financial aid awards for eligible students by November 30, and May 31." Therefore, this criterion for success was successfully met.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/02/2013 - While FAO successfully met or even exceeded its established criterion for success under this item, it acknowledges the need to further enhance the efficiency and effectiveness in the following areas of its routine operations:</p> <ol style="list-style-type: none"> 1. Update the FAO webpage to include links directing students to have access to standard and routine forms used by FAO in particular, and federal forms, in general. This necessitates working in close collaboration with the IT division of the College, specifically the college's Webmaster. 2. Currently, the FAO handbook is in web format; however, it would be to the best interest of the students especially serving them valuable reference to have this hand made available preferable in a downloadable pdf document. More so, the handbook should be improved to include "quick guide" information about processes and procedures concerning financial aid; perhaps in graphical in lieu of pure text format or presentation.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
			<p>3. Expand the current communication approaches of FAO to enjoin more students to participate in FAO facilitated workshops and training – more so, also targeting academic advisors and counselor as also participants to these workshops.</p> <p>4. Develop and design training modules for these workshops to ascertain consistency in both content and delivery of these workshops.</p> <p>5. Develop work schedules tied to definite days to ensure that the completions in the processing of all financial applications are within the established “turn-around” period.</p>
	<p>Assessment Strategy: Five FAO staff to provide two weeks FAFSA on-line workshop at the beginning of each semester.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 80% of eligible students in both semesters, Fall 2012 and Spring 2013, are able to complete and submit their FAFSA application and all other required supporting documents in a timely manner.</p>	<p>09/11/2013 - 90% of eligible students in both semesters completed and submitted their FAFSA and all required documents in a timely manner.</p> <p>The established criterion for success is “80% of eligible students in both semesters, Fall 2012 and Spring 2013, are able to complete and submit their FAFSA application and all other required supporting documents in a timely manner.” Therefore, this criterion for success was successfully met.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/11/2013 - While FAO successfully met or even exceeded its established criterion for success under this item, it acknowledges the need to further enhance the efficiency and effectiveness in the following areas of its routine operations:</p> <p>1. Update the FAO webpage to include links directing students to have access to standard and routine forms used by FAO in particular, and federal forms, in general. This necessitates working in close collaboration with the IT division of the College, specifically the college’</p>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
			<p>s Webmaster.</p> <p>2. Currently, the FAO handbook is in web format; however, it would be to the best interest of the students especially serving them valuable reference to have this hand made available preferable in a downloadable pdf document. More so, the handbook should be improved to include “quick guide” information about processes and procedures concerning financial aid; perhaps in graphical in lieu of pure text format or presentation.</p> <p>3. Expand the current communication approaches of FAO to enjoin more students to participate in FAO facilitated workshops and training – more so, also targeting academic advisors and counselor as also participants to these workshops.</p> <p>4. Develop and design training modules for these workshops to ascertain consistency in both content and delivery of these workshops.</p> <p>5. Develop work schedules tied to definite days to ensure that the completions in the processing of all financial applications are within the established “turn-around” period.</p>
	<p>Assessment Strategy: Update Financial Aid Handbook and all</p>	<p>09/11/2013 - The Fall 2013 issue of the FAO Handbook was published on July 22, 2013.</p>	

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
	<p>financial aid forms as early as May.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 100% completion of products, e.g., FAO handbook, and all forms</p>	<p>Copies of this handbook were issued or distributed to students and offices serving as valuable references on matters related to financial aid. More, the electronic version of this handbook is currently accessible via the FAO's webpage, http://www.comfsm.fm/?q=financial-aid.</p> <p>While FAO forms are available to students in paper or hardcopy formats, they are currently not accessible in e-format (say, portable document format) from the FAO's webpage.</p> <p>With reference to the established target, FAO is yet to met the criterion for success under this item.</p> <p>Target Met: No</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/11/2013 - Based on the results of the assessment and the inventory of the target products, FAO shall take the following action steps geared to further improving the effectiveness and efficiency of all its routine operations:</p> <ol style="list-style-type: none"> 1. Collaborate with the college's IT division especially the web master to ensure that all information in the FAO's webpage are routinely updated especially if there are changes to or amendments to federal policies governing financial aid program. 2. Collaborate with the college's IT division especially the web master to redesigning the FAO's webpage to ensure its utmost reader's friendliness by introducing some graphical user's interfaces (GUIs) for increased readability and accessibility. 3. Collaborate with college's IT division especially the web master to update the FAO's webpage especially creating a link for all FAO forms including federal FA forms preferably downloadable in portable document format (pdf). 4. Acquire application software to convert all forms into non-static but interactive portable document formats thereby giving more accessibility and user's friendliness.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - studentServices - Financial Aid - 2012-2013 FAO Outcome 2 - Enrolling students shall exhibit awareness of their financial aid status and to take appropriate steps during registration.</p> <p>AUO Assessment Cycle: 2012 - 2013</p> <p>Start Date: 07/02/2012</p> <p>Inactive Date: 07/02/2013</p> <p>AUO Status: Inactive</p>	<p>Assessment Strategy:</p> <ol style="list-style-type: none"> 1. Review and complete Satisfactory Academic Progress of sixty percent (60%) students who are on last warning before beginning regular registration. 2. Provide financial aid workshop on Satisfactory Academic Progress Policy during orientation to all incoming freshman students and at the beginning of each semester to all students. 3. Update Financial Aid brochure before beginning of every school year. <p>Assessment Type: Descriptive Statistics</p> <p>Target:</p> <ol style="list-style-type: none"> 1. One hundred percent (100%) of Good Standing students enrolled are able to charge for textbooks (Service Area Outcome) 2. Eighty percent (80%) positive rating in a survey administered by FAO to a sample of students (Service Area Outcome) 3. One hundred percent (100%) of new incoming freshmen received an updated Financial Aid brochure during Fall 2012 orientation (Service Area Outcome). 	<p>08/08/2013 - 1. 100% of Good Standing students enrolled were able to charge for textbooks.</p> <p>2. 100% of enrolling students received Financial Aid counseling and their Financial Aid Status slips during registration.</p> <p>3. 100% of incoming freshmen who attended the Financial Aid Presentation during orientation at the beginning of Fall 2012 semester were provided with an updated Financial Aid brochure.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2012 - 2013</p>	<p>09/02/2013 - Even though the targets were successfully met, Financial Aid Office now needs to establish how to improve ways to convey Financial Aid Status slips before charging textbooks. Several students still do not have their slips before requesting to charge especially those who did early registration. A special time needs to be allocated for issuing of Financial Aid status slip for those who early register. More so, some incoming freshmen did not make it to attend the orientation and thus, did not receive an updated brochure. Extra brochures and other financial aid forms should also be made readily available and accessible over the counter of Financial Aid Office for students.</p>
<p>C - studentServices - Financial Aid - 2012-2013 FAO Outcome 3 - Students will exhibit increased knowledge and awareness of the Federal Financial Aid programs including the Supplemental Education Grant (SEG) program.</p>	<p>Assessment Strategy:</p> <p>All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the Supplemental Education Grant (SEG) Program.</p>	<p>08/09/2013 - Financial Aid and SEG Work-Study presentations were conducted during January 22nd, 23rd and 25th of 2013. A survey was done using random sampling and using Slovincs formula of 95% level of confidence a sample of 196 students out of 383 students who attended the workshop completed the survey. From the</p>	<p>09/02/2013 - Based on the results, the target was met. Financial Aid now needs to maintain its efforts in meeting this target and perhaps look for other means of assessing its outcome. Financial Aid office will now look into using a pre and post</p>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>AUO Assessment Cycle: 2012 - 2013</p> <p>Start Date: 07/02/2012</p> <p>Inactive Date: 07/02/2013</p> <p>AUO Status: Inactive</p>	<p>Assessment Type: Survey</p> <p>Target: Eighty percent (80%) of the students will exhibit increased knowledge and awareness of the Federal Financial Aid programs including the SEG program (Learning Outcome).</p>	<p>perception of the students who did the survey, 94% showed positive rating as increased knowledge and awareness of the Federal Financial Aid programs including the Supplemental Educational programs.</p> <p>Target Met: Yes</p> <p>Reporting Period: 2012 - 2013</p>	<p>test for assessment in order to implement a more intrusive approach. More so, SEG Work-Study Coordinator will look into how students will demonstrate practically their perceived knowledge from participating in the SEG Work-Study program. Quantitative assessment needs to be conducted throughout the course of the semester.</p>

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>AUO Assessment Cycle: 2013 - 2014</p> <p>Start Date: 07/02/2013</p> <p>Inactive Date: 10/02/2014</p> <p>AUO Status: Inactive</p>	<p>Assessment Strategy: Interact with students with compassion, care and professionalism.</p> <p>Assessment Type: Survey</p> <p>Target: 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>Target Met: No</p> <p>Reporting Period: 2013 - 2014</p> <p>Related Documents: FAO Services Satisfaction Survey.pdf FINANCIAL AID OFFICE (FAO) - Student Satisfaction Survey.pdf</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>Assessment Strategy: Ensure that processing of awards is performed on a timely manner.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 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>Target Met: No</p> <p>Reporting Period: 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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
	<p>Assessment Strategy: Provide Financial Aid Counseling to at risk students.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 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>Assessment Strategy: Provide easy access to all required financial aid forms and information.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: All financial aid and scholarship forms will be displayed and easily picked up on the financial aid office counter.</p> <p>Related Documents: Financial Aid March 2014 Monthly Report</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>Target Met: Yes</p> <p>Reporting Period: 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>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p> <p>Related Documents: Financial Aid March 2014 Monthly Report Financial Aid Forms Sample Log in sheet</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>AUO Assessment Cycle: 2013 - 2014</p> <p>Start Date:</p>	<p>Assessment Strategy: Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators.</p> <p>Assessment Type: 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>Target Met:</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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>07/02/2013 Inactive Date: 10/02/2014 AUO Status: Inactive</p>	<p>Target: 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>Assessment Strategy: Ensure the College meets regulatory requirements necessary to participate in federal and state programs Assessment Type: Internal Audit/Report Target: 100% of student records will be well documented for annual auditing.</p>	<p>Yes Reporting Period: 2013 - 2014 Related Documents: 2014 PacFAA Trip report</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. Target Met: No Reporting Period: 2013 - 2014 Related Documents: Document Review</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. AUO Assessment Cycle: 2013 - 2014 Start Date: 07/02/2013 Inactive Date: 10/02/2014 AUO Status:</p>	<p>Assessment Strategy: Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them. Assessment Type: Descriptive Statistics Target: 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. Target Met: 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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
Inactive		<p>Reporting Period: 2013 - 2014</p> <p>Related Documents: Fall 2013 Freshmen Orientation</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>Assessment Strategy: Financial Aid workshops on the Satisfactory Academic Progress (SAP) Review will be conducted at the beginning of each semester to enrolling students.</p> <p>Assessment Type: Exam/Quiz - Pre-Post</p> <p>Target: 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 & 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>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p> <p>Related Documents: Fall 2013 Freshmen Orientation Fall 2013 Freshmen Orientation Quiz Fall 2103 Orientation</p>	
	<p>Assessment Strategy: Online FAFSA workshop to be conducted at the beginning of Fall semester.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 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>

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
		<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>Target Met: No</p> <p>Reporting Period: 2013 - 2014</p> <p>Related Documents: 2014 PacFAA Trip report Sample Log in sheet</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>AUO Assessment Cycle: 2013 - 2014</p> <p>Start Date: 07/02/2013</p> <p>Inactive Date: 10/02/2014</p> <p>AUO Status: Inactive</p>	<p>Assessment Strategy: Conduct SEG work-study workshops at the beginning of each semester on policies, regulations and procedures of the SEG Work-Study program</p> <p>Assessment Type: Exam/Quiz - Pre-Post</p> <p>Target: 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>Target Met: Yes</p> <p>Reporting Period: 2013 - 2014</p> <p>Related Documents: 2013-2014 Work-Study Workshop Assessment</p>	

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
	<p>Assessment Strategy: Ensure students follow instructions and apply them on basic working practices and proper conduct.</p> <p>Assessment Type: Descriptive Statistics</p> <p>Target: 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>2013-2014 Work-Study Workshop Assessment</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>Target Met: Yes</p> <p>Reporting Period: 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/>