

Mission and Outcomes/Objectives Development Worksheet #1

Financial Aid Office		FY02010
Unit/Office/Program (1-1)		Assessment Period Covered (1-2)
Eddie Haleyalig		August
Submitted by (1-3)		Date Submitted (1-4)

Institutional Mission (1-5):

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 (1-6): Goal #2

Provide institutional support to foster student success and satisfaction.

Unit/Program Mission Statement (1-7): 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/Program Goals (1-8): Retention

Unit/Program Outcomes/Objectives (1-9):

Outcome/Objective 1: Process 50% of financial aid awards for eligible students by November 30th.

- 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.
- Establish time line for all financial aid documents required for packaging award.
- Update Financial Aid Handbook and all financial aid forms as early as May.
- Originate and Disburse 100% of complete records as soon as the official enrollment

Outcome/Objective 2: Provide financial aid status to all current students who are on last warning before registration.

- Complete 60% satisfactory academic progress review for last warning students at the beginning of each semester.
- Provide one week financial aid workshop at the beginning of each semester to all students to explain Satisfactory Academic Progress Policy.
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<p>Outcome/Objective 3: All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the SEG Program.</p> <ul style="list-style-type: none"> • Provide two financial aid training to all financial aid personnel at all campuses to ensure accurate processing of financial aid document. • FAO staff to participate in Staff Development Day and attend workshops relevant to their tasks. • One FAO staff to attend annual Financial Aid Training sponsored by US Department of Education
<p>Outcome/Objective 4: Strategies/Action Steps</p>
<p>Outcome (Instructional) Program Review Improvement Outcome (1-10): Strategies/Action steps</p>

1-10 Endorsed by:

Supervisor (name)	Title	Date
Ringlen Ringlen	VPSS	
Assessment committee	Date	
Committee with oversight responsibility	Date	
Approved by:		
President	Date	

Assessment Plan Worksheet #2

Financial Aid Office		Fiscal Year 2010
Unit/Office/Program (2-1)		Assessment Period Covered (2-2)
<input type="checkbox"/> Formative Assessment (2-3)		Eddie Haleyalig 8/23/2010
<input type="checkbox"/> Summative Assessment (2-4)		Submitted by & Date Submitted (2-5)
		Endorsed by (2-5a)

<p>Institutional Mission/Strategic Goal (2-6):</p> <p>Mission: Historically diverse, uniquely Micronesia 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.</p>

Strategic Goal (which strategic goal(s) most support the services being provided) (2-7):

Goal #2 Provide institutional support to foster student success and satisfaction.

Unit/Program Mission Statement (2-8): 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/Program Goals (2-9): Retention

Unit/Program Outcomes/Objectives (2-10):

Outcome/Objective 1: Process 100% of financial aid awards for eligible students before the closing of the Award Year.

1. Four 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. One NC FAO staff and one State Campus FAO Rep to provide one week FAFSA on-line workshop at each State Campus to get at least 60% of the enrollment.
3. Establish time line for all financial aid documents required for packaging award.
4. Update Financial Aid Handbook and all financial aid forms as early as May.
5. Originate and Disburse 100% of complete records as soon as the official enrolment is submitted.

Outcome/Objective 2: Provide financial aid status to all current students who are on last warning before registration.

- Complete 60% satisfactory academic progress review for last warning students at the beginning of each semester.
- Provide one week financial aid workshop at the beginning of each semester to all students to explain Satisfactory Academic Progress Policy.
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Outcome/Objective 3: All Financial Aid Office staff attained information critical to the integrity of the Federal Programs as well as the SEG Program.

- Provide two financial aid training to all financial aid personnel at all campuses to ensure accurate processing of financial aid document.

- FAO staff to participate in Staff Development Day and attend workshops relevant to their tasks.
- One FAO staff to attend annual Financial Aid Training sponsored by US Department of Education

Evaluation questions (2-11)	Data sources (2-12)	Sampling (2-13)	Analysis (2-14)
<p>Did students and parents receive financial aid information in a timely manner?</p>	<ul style="list-style-type: none"> • Financial statements from students & parents • Personal documents needed for awards • Institutional financial aid form • FAFSA • Enrollment lists • Origination and Disbursement records 	<p>All</p>	<p>Descriptive</p>

Did student receive early warning before placing them on financial aid suspension?	<ul style="list-style-type: none"> • OAR grade records • Warning letter and suspension letter 	All	Descriptive
Are the FAO staff at all sites get up to date information on financial aid?	<ul style="list-style-type: none"> • FA Policies & procedures • Staff Development documents • Training log • Trip report 	All	Descriptive

Timeline (2-15)

Activity (2-16)	Who is Responsible? (2-17)	Date (2-18)
Provide on-line FAFSA workshop	FAO Staff	After January 1
Do satisfactory academic progress review for second warning students early	FAO Staff	Soon as grade reports are posted on SIS.
Update policies and procedures	Financial Aid Director	June

Comments (2-19):

Assessment Report Worksheet #3

Financial Aid Office

		2009-2010
Unit/Office/Program (3-1)		Assessment Period Covered (3-2)
(X) Formative Assessment (3-3)		October 2010
(X) Summative Assessment (3-4)		Submitted by & Date Submitted (3-5)
		VP Ringlen
		Endorsed by: (3-5a)

Evaluation Question (Use a different form for each evaluation question)(3-6):

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

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7):

Ia. Means of Unit Assessment & Criteria for Success (3-8):

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 List

Campus

Summer2009

Fall 2009

Spring 2010

National Campus

91%

92%

90%

Chuuk Campus

76%

80%

71%

Pohnpei Campus

87%

81%

91%

Kosrae Campus

84%

80%

69%

Yap Campus

88%

90%

83%

1b. Summary of Assessment Data Collected (3-9):

Goals was for National Campus meet for all terms. Chuuk Campus and Kosrae did not meet its goals for all three terms. Pohnpei meets its goal in Spring and Yap Campus meets its goal in Summer.

1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):

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