

<b>Goal</b> Increase access and success		<b>Measures (criteria) of Success</b> <ul style="list-style-type: none"> <li>• 50% of financial aid awards for eligible students by November 30 <b>(Achievement Outcome)</b></li> <li>• 50% of financial aid awards for eligible students by May 31 <b>(Achievement Outcome)</b></li> <li>• 80% of eligible students in both semesters are able to complete and submit their FAFSA and all required documents in a timely manner <b>(Learning and Achievement Outcomes)</b></li> </ul>				
<b>Outcome One</b> Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner.		<b>Outcome Evaluation Questions</b> <ul style="list-style-type: none"> <li>• What is the student's level of proficiency in terms of successfully completing their FAFSA applications?</li> </ul>				
<b>Connection to Other Plans</b>	<b>Resources</b>	<b>Unit Level Activities</b>	<b>Outputs</b>	<b>Data/Evaluation</b>	<b>Responsible</b>	<b>Timeframe</b>
	FY2013 Performance Based Budget.	<ul style="list-style-type: none"> <li>• Conduct workshops on filling out FAFSA at the high schools.</li> <li>• Provide training to High School counselors on filling out FAFSA form.</li> <li>• Provide FAFSA online workshop to at least 60% of the students beginning the third week of the semester.</li> <li>• Update and publish Financial Aid Handbook for Students including all office forms as early in May.</li> </ul>	<ul style="list-style-type: none"> <li>• Early submission of FAFSA application at the High School level</li> <li>• One training per school year</li> <li>• Collaboration with High Schools</li> <li>• Income freshman and continuing students completed and submitted FAFSA in a timely manner.</li> <li>• Origination and Disbursement of complete records as soon as official enrolment is released.</li> </ul>	Ledger of Awards for 2012-13, SIS batch transfers	Financial Aid Counselors, FAO staff	February 2013 (Spring Training of High School Counselors) and collaboration with faculty) April (Spring FAFSA workshop at the High Schools) August (Fall FAFSA online workshop)

<p><b>Goal</b> Increase student access and success</p>	<p><b>Measures (criteria) of Success</b></p> <ul style="list-style-type: none"> <li>• 100% of Good Standing students enrolled are able to charge for textbooks (<b>Service Area Outcome</b>)</li> <li>• 80% positive rating in a survey administered by FAO to a sample of students (<b>Service Area Outcome</b>)</li> </ul>
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<p><b>Outcome Two</b> Enrolling students shall exhibit increased awareness of their financial aid status and to take appropriate steps during registration.</p>	<p><b>Outcome Evaluation Questions</b></p> <ul style="list-style-type: none"> <li>• What is the students' level of satisfaction in terms of FAO services especially in providing them financial aid counseling and other updates concerning their FA statuses?</li> </ul>
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Connection to Other Plans	Resources	Unit Level Activities	Outputs	Data/Evaluation	Responsible	Timeframe
	FY2013 Performance Based Budget	<ul style="list-style-type: none"> <li>• Review and complete Satisfactory Academic Progress of 100% students who are on last warning before beginning regular registration</li> <li>• Provide financial aid workshop on Satisfactory Academic Progress Policy during orientation to all incoming freshman students</li> <li>• Provide at least 2 transfers advising to students.</li> <li>• Update Financial Aid brochure</li> </ul>	Updated Pell Summary, Print outs of Financial Aid Probation and Suspension letters, brochures updated and printed and distributed to students	Charging log in book, withdrawal logbook, Pell summary, SIS online transcripts	FAO staff	May July December (Before beginning of each regular registration)

<b>Goal</b> Increase student access and success		<b>Measures (criteria) of Success</b> <i>80% of the students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program (Learning Outcome).</i>				
<b>Outcome Three</b> Students will exhibit increased knowledge and awareness of the Federal FA programs including the SEG program.		<b>Outcome Evaluation Questions</b> <ul style="list-style-type: none"> <li>What is the level of effectiveness of Financial Aid Office in disseminating information to increase awareness of the students about the integrity of the Federal Program as well as the SEG Program?</li> </ul>				
Connection to Other Plans	Resources	Unit Level Activities	Outputs	Data/Evaluation	Responsible	Timeframe
	FY2013 Performance Based Budget	<ul style="list-style-type: none"> <li>FAO staff to receive two trainings on financial aid guidelines, requirements and standards, and processes indispensable to ensuring accurate and efficient processing of financial aid applications.</li> <li>FAO staff to participate in Staff Development Day and attend workshops relevant to their tasks.</li> </ul>	<ul style="list-style-type: none"> <li>All FAO staff exhibit (or demonstrate) proficiency (or knowledge) of the US Federal <i>financial aid</i> programs including the SEG program.</li> <li>Provide workshops on any changes throughout the school year.</li> <li>One FAO staff to attend annual Financial Aid training sponsored by the US Department of Education.</li> </ul>	<ul style="list-style-type: none"> <li>Workshop evaluations</li> <li>Student sign in sheet</li> <li>Work-study workshop attendance</li> </ul>	All FAO staff	<p>March 2013 April 2013</p> <p>October 2013 April 2013 During work-Study workshop at beginning of every semester</p>