

Assessment: Administrative Unit Four Column

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 (FAO) 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.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2014-2015 FAO Outcome 1 - Students will articulate that they are satisfied or very satisfied with the service they receive from Financial Aid Office</p> <p>AUO Status: Inactive</p> <p>PSLO Assessment Cycle: 2014 - 2015</p> <p>Start Date: 07/02/2014</p> <p>Inactive Date: 07/02/2015</p>	<p>Survey - Interact with students with compassion, care and professionalism.</p> <p>Target: Eighty percent (80%) of students who receive financial aid services are satisfied with the services provided by Financial Aid Office.</p> <p>Notes: Financial Aid Office will aim to increase the students' participation in the assessment to increase the sample size and to start carrying out the survey throughout the semesters.</p> <p>Descriptive Statistics - Ensure that processing of awards is performed on a timely manner.</p> <p>Target: 90% of eligible students received an award before the end of each semester.</p> <p>Notes: As formulated from 2013-2014 Improvement plan, Financial Aid Office will seek ways to better encourage students to complete and</p>	<p>Reporting Period: 2014-2015</p> <p>Target Met: No</p> <p>A satisfaction survey was conducted to a non-probability sample of students during the spring semester of 2014-2015 school year. The total number of students who successfully filled out and completed the survey was 34. Based on question nine of the survey regarding services provided by FAO, the results from the 34 survey respondents indicated that a total of 64.7% of students who received financial aid services perceived that they were satisfied with the services provided by FAO. (07/01/2015)</p> <p>Related Documents: Satisfaction Survey</p>	<p>Improvement: There is a big need to improve on areas of outreach for students' active participation in completing the surveys. The total number of students that completed the survey was not a reliable representation for the entire student population of the College. Financial Aid office will be actively and aggressively reach out to students in AY2015-2016. (07/02/2015)</p> <p>Improvement: Even though the target was met for eligible students who submitted required documents, Financial Aid Office now needs to make plans on proactive approach to deal with students who are keen on submitting documents late. An early notification to these students may be appropriate.</p>

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.

awarded in summer were those who had already utilized 100% of their Pell grant for the entire 2014-2015 school year. (07/02/2015)

Related Documents:

[2014-2015 Pell Summary](#)

(07/02/2015)

Descriptive Statistics - Provide Financial Aid Counseling to at risk students.

Target: 90% of students on deficiency list will be notified of financial aid status and action steps to take to maintain financial aid eligibility.

Reporting Period: 2014-2015

Target Met: Yes

With the help of SIS, FAO managed to provide financial aid counseling and advice to 100% of at risk students. During early registration, students were provided with financial aid advising and counseling regarding their status. Students were notified of the implication if they did not make SAP at the end of fall and spring semesters. (07/02/2015)

Improvement: The notification of financial aid status and eligible may be further improved by including it in the student's portal of MyShark account. This way, students may be informed before hand their financial aid status allowing early planning in the students' part. (07/02/2015)

Descriptive Statistics - Provide easy access to all required financial aid forms and information.

Target: All financial aid and scholarship forms will be easily accessed both physically over the financial aid office counter and electronically on the college's website.

Reporting Period: 2014-2015

Target Met: Yes

All regular financial aid forms required for easy access were provided at the counter. (07/02/2015)

Related Documents:

[Financial Aid Forms](#)

2014-2015 FAO Outcome 2 - New incoming freshmen students will demonstrate knowledge of available financial aid services.

AUO Status: Inactive

PSLO Assessment Cycle: 2014 - 2015

Start Date: 07/02/2014

Inactive Date: 07/02/2015

Descriptive Statistics - Inform students of up-to-date financial aid resources as well as the policies and processes necessary to obtain them.

Target: 80% of enrolled students were informed of any federal updates regarding relating to Pell grant policies and regulations.

Notes: This is very crucial part responsibility of financial aid office

Reporting Period: 2014-2015

Target Met: Yes

Financial Aid Office with the assistance of Development and Community Relations Office (DCR) regularly informs students on up-to-date financial aid requirements, policies and regulations by ways of publishing announcements on the College's newsfeed, posting up announcement around campus, emailing to students, and to financial aid staff at the states campuses.

Improvement: There is a need to reach out for students who did not get access to federal updates. As such, there were still several continuing students who decided to fill out FAFSA online but were not aware of the new update, therefore, creating duplicate records with different pseudo

since federal updates is ongoing and the College needs to be aware of these updates.

Federal update for 2014-2015 was that continuing students who were assigned pseudo numbers should use the same assigned numbers whenever they apply for FAFSA. Based on EDEXpress software more than 80% continuing students using pseudo numbers were advised to use their assigned numbers and had already started using their assigned pseudo numbers when applying for FAFSA.
(07/02/2015)

numbers. There is no way to control online FAFSA application but Financial aid may plan to seek ways to reach out to share any federal updates via the use of media, radio announcements, internet social media.
(07/02/2015)

Exam/Quiz - Pre-Post - 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.

Target: 80% of those attended the workshops will demonstrate correct knowledge based on their scores in the quiz provided in those workshops.

Reporting Period: 2014-2015

Target Met: Yes

A workshop presentation was conducted during Fall orientation to incoming freshman students on Satisfactory Academic Progress (SAP) review. Based on the scores from taking the pre and post-tests, 90% of those who completed the pre and post-tests demonstrated improved knowledge on SAP review.

No workshop conducted in Spring.

(07/02/2015)

Related Documents:

[Orientation Quiz](#)

[FAO 101](#)

Descriptive Statistics - Online FAFSA workshop to be conducted at the beginning of fall semester.

Target: Sixty percent (60%) reduction in correction at the end of the 2014-2015 school year.

Notes: After FAFSA has been submitted by students to USDOE, Student Aid Reports (SAR) are often returned to students with comments whether there is correction for FAFSA submitted or not. Many of the returned SARs commented on submitted FAFSAs with missing signature pages.

Reporting Period: 2014-2015

Target Met: Yes

No Online FAFSA workshop was conducted at the beginning of Fall 2014 but students were assisted throughout the Fall semester in filling out FAFSA online with computers that were made available for students' use at Financial Aid office counter.

Based on the origination and disbursement for 2014-2015, more than 80% of records did not require correction and were able to receive Pell awards on a timely manner.

(07/02/2015)

Related Documents:

[FAFSA Online](#)

Improvement: The majority of the corrections made were related to missing signature pages. Most of these came from FAFSA submitted online not from financial aid office computers but from computers elsewhere especially, at the library and computer labs. Most browsers at those computers do not allow popup windows,

therefore, preventing students from printing signature pages. To minimize this issue, Financial Aid Office should work closely with staff of these computer labs and the library to assist students in printing their signature pages.
(07/02/2015)

Survey - Financial Aid Student Handbook to be updated on the College's website in a fashion comprehending to the reading style of students we have.
Target: At least 50% of student who access the financial aid handbook through the College's website are satisfied with how the information is presented.
Notes: A web format handbook for financial aid was developed using publisher. However, there were difficulties with graphics used that were not compatible with the web system. The handbook was reproduced and submitted as a pdf file.

Reporting Period: 2014-2015

Target Met: No

A web format of the Financial Aid Student Handbook was prepared before the end of Spring 2015 for upload onto the College's website. However, it was not made available on the website due to some technical difficulties relating with graphics used. The Handbook was then reproduced and was to be made available by Fall 2015. (07/02/2015)

Improvement: Financial Aid will be uploading for the first time the 2015-2016 Student Financial Aid Handbook for easy access and free download by the beginning of Fall 2015. (07/02/2015)

Follow-Up: Financial Aid Office managed to upload the Student Financial Aid Handbook on the College's website before the beginning of Fall 2015. (08/04/2015)

2014-2015 FAO Outcome 3 - Financial aid staff are equipped with updated information and skills to better serve students.

AUO Status: Inactive

PSLO Assessment Cycle: 2014 - 2015

Start Date: 07/02/2014

Inactive Date: 07/02/2015

Internship/Supervisor Evaluation - Ensure one or two financial aid staff will attend annual conferences and trainings for Financial Aid Administrators.

Target: All Financial Aid staff will be able to explain financial aid regulations that affect students and school eligibility for Title IV funds.

Notes: It is expected that those who attended any trainings or conferences will come back and share the update information to the rest of financial aid staff including the state campuses.

Reporting Period: 2014-2015

Target Met: Yes

One staff from financial aid office attended the Pacific Financial Aid Administrators (PacFAA) conference in March, 2014 and one more staff attended the same PacFAA conference in March, 2015. (07/02/2015)

Improvement: Even though one staff attended the conference, it is more productive and efficient if two staff attended the conferences at once because the sessions at the conference were held concurrently. When two staff attend the conference the two can make plans to divide and choose among themselves which session to attend. This way, the two attendees may be able to learn most of appropriate topics to be covered during the conference and leaves an opportunity for enough information sharing to the rest of financial aid staff. (07/02/2015)

Internal Audit/Report - Ensure the College meets regulatory

Reporting Period: 2014-2015

Target Met: Yes

Improvement: Financial Aid must work closely with OARR and High

requirements necessary to participate in federal and state programs
Target: 100% of student records will be well documented for annual auditing.

100% of student records updated and documented. Based on the audit report made available to the College, Financial Aid records were in compliance. However, with a minor issue on two spelling errors of student names it is recommended that Financial Aid should look further into ways of avoiding these errors completely. (07/02/2015)

Schools regarding inconsistencies of name spellings. It is very common in Micronesia to have inconsistencies with documented spelling of names. However, maintain compliance with federal requirements and standards these minor inconsistencies of name spellings must be avoided at all cost. (07/02/2015)

2014- 2015 FAO Outcome 4 - Ensure eligible students are able to utilize the SEG Work- Study Program.
AUO Status: Inactive
PSLO Assessment Cycle: 2014 - 2015
Start Date: 07/02/2014
Inactive Date: 07/02/2015

Exam/Quiz - Pre-Post - Conduct SEG work-study workshops at at the beginning of each semester on policies, regulations and procedures of the SEG Work-Study program
Target: Eighty percent (80%) of eligible students will gain knowledge about the Work-Study program and its procedures.

Reporting Period: 2014-2015

Target Met: Yes

At the beginning of Fall 2014, a workshop was conducted on the work-study program and its procedures. From those who attended the workshop, 139 completed the pre and post-tests. Based on the scores, 96% demonstrated gaining knowledge from the workshop by scoring at least 8 out of 10 correct answers in the post-test.

At the beginning of Spring 2015, another workshop was conducted on the work-the study program and its procedures. From those who attended the workshop, 220 completed the pre and post-tests. Based on the scores, 95.9% demonstrated gaining knowledge from the workshop by scoring at least 8 out of 10 correct answers in the post-test.

(07/02/2015)

Related Documents:

[Pre&Post Test](#)

Descriptive Statistics - Ensure students are placed to work at work sites relating to their field of studies and are able to follow instructions and apply them on basic working practices and proper conduct.
Target: Eighty percent (80%) of students on work-study will be exposed to working experience relating to their field of studies

Reporting Period: 2014-2015

Target Met: No

Based on the 2014-2015 work-study payroll database less than 80% were exposed to working experience relating to their field of studies. Firstly, this was due to the limited work-sites available and secondly, students themselves opted to learn and explore different and variety of skills and opportunities.

In Spring 2015, a training session was conducted to selected

Improvement: Even though target is met there is a need to improve on the assessment tools by redesigning the pre and post-test questions into a knowledge based format instead of true and false format.

This new format is to be applied in AY2015-2016. (08/04/2015)

Improvement: The Work-Study coordinator will continue to solicit for more work sites that can be potential places for Work-study students. Carry out survey of work places and offices around the island by the end of fall 2015. By spring semester there should be increase of work places relating to students field of studies.

*Administrative Unit
Outcomes*

Assessment Strategies

Results

Improvements

and/or are able to follow instruction or develop work ethics with regards to punctuality, responsibility and ability to carry out and complete assigned tasks.

Notes: Based on the 2013-2014 improvement plan, Financial Aid office will continue to seek and solicit more work sites to accommodate the needs for work-study students to work at work sites relating to their field of studies.

work-study students who were found to not being able to fill out their timesheets correctly. After the training session, 100 % of students attended the training on timesheet were able to fill out their timesheets correctly as observed during payroll processing of timesheets.

(07/02/2015)

(07/02/2015)