

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>2015-2016 FAO Outcome 1 - To provide services capitalizing on students success as measured by students articulating that they are satisfied or very satisfied with the services they receive from Financial Aid Office</p> <p>AUO Status: Active</p> <p>PSLO Assessment Cycle: 2015 - 2016</p> <p>Start Date: 07/02/2015</p>	<p>Survey - To support student success, financial aid staff will interact with students with compassion, care and professionalism.</p> <p>Target: 80% of students who receive financial aid services are satisfied with the overall services provided by Financial Aid Office.</p> <p>Notes: To be assessed by the end of November 30 and May 31.</p>	<p>Reporting Period: 2015 - 2016</p> <p>Target Met: Yes</p> <p>A satisfaction survey was conducted to a non-probability random sample of students at National campus who attended both semesters in Fall 2015 and Spring 2016. The total number of students who successfully filled out and completed the survey was 100. The results from the 100 survey respondents indicated that a total of 84% of students who received financial aid services perceived that they were satisfied with the services provided by FAO. (07/18/2016)</p> <p>Related Documents: 2015-2016 Satisfaction Survey</p>	<p>Improvement: Even though target was met, the number of respondent is too small to represent the entire student population. FAO needs to make strategic plans and effort to increase the number of respondents to have a better representation of the entire student population. To increase participation in surveys, surveys can be given out during early registration period and make it a mandatory step during early registration periods. (07/18/2016)</p>
<p>Descriptive Statistics - Ensure that processing of awards is performed on a timely manner to ensure equitable access to financial assistance.</p> <p>Target: 100% of eligible students for 2015-2016 received Pell grant award by August 2016.</p> <p>Notes: Awards to be processed by August 2016</p>	<p>Reporting Period: 2015 - 2016</p> <p>Target Met: No</p> <p>Based on Pell transfers in SIS 100% of eligible students who submitted required documents were awarded before the end of Fall and Spring semester. However, the percentage of processed awards per enrollment in Fall 2015 semester was 88.9%, and in Spring 2016 semester was 91.6%. Those that were not processed during Fall and Spring semesters included those who were not eligible for Pell as well as those who were eligible but fail to submit required</p>	<p>Improvement: The target is to be set to a more realistic and achievable level of 90%.</p> <p>Deadline dates is to be set to all state campuses to ensure that submission of required documents for processing of Pell awards is done in a timely manner.</p>	

documents on time. On average for the two semesters, 90% of students enrolled were awarded Pell Grant for the 2015-2016 school year. Therefore, not all eligible students received Pell Grant award. (07/18/2016)

Related Documents:

[FAO_Monthly_Report](#)

Disbursement of awards in batches will be done on set of given dates to allow timely submission of required documents. As such, in Fall semesters, disbursement of Pell awards will be done every end on the month until November 30. In Spring semesters, disbursement of Pell awards will be done every end of the month until May 31. (07/18/2016)

Presentation/Performance - Provide easy access to all required financial aid forms and information to ensure continuous quality improvement.
Target: All financial aid and scholarship forms will be easily accessed either physically over the counter and/or electronically on the college's website.
Notes: By October 31, 2015

Reporting Period: 2015 - 2016

Target Met: Yes

All regular financial aid forms required for easy access were provided at the counter and electronically on the website. (07/18/2016)

Related Documents:

[Financial Aid Forms](#)

Improvement: More forms are to be added to provide equitable access to students who are not in close proximity to financial aid office so that they can download them for use whenever and wherever they can get access to. (07/18/2016)

Presentation/Performance -

Financial Aid staff will collaborate with faculty to promote academic advising in terms of financial aid to at risk students.
Target: Financial aid will organize training to faculty at the beginning of the school year
Notes: During faculty workshop in August 2015.

Reporting Period: 2015 - 2016

Target Met: Yes

Financial Aid provided workshop on Satisfactory Academic Progress Policy to faculty during the staff development for faculty in March 2016. At the end of the workshop a short quiz was given. 35 attendees completed the quiz. Out of the 35 who completed and submitted the quiz, 25 managed to score at least 75% in the quiz, a passing score for this quiz. (07/18/2016)

Related Documents:

[FAO_SAP_Quiz_Results](#)

Improvement: Even though there was a workshop provided to the faculty on SAP review policy, once a year deem insufficient to facilitate better advising for students. The same workshop needs to be conducted twice a year at the beginning of both Fall and Spring semesters. This will ensure that new incoming faculty members will also get an opportunity to receive financial aid training. (07/18/2016)

2015-2016 FAO Outcome 2 - To promote or foster student success as measured by new incoming freshmen

Survey - One presentation on financial aid services, policies, and procedures to be conducted for

Reporting Period: 2015 - 2016

Target Met: Yes

Presentation of the financial aid services and satisfactory

Improvement: The Fall 2015 orientation was set up and organized in a such a way that it is

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students demonstrating knowledge of available financial aid services
AUO Status: Active
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incoming freshmen in August 2015.
Target: 80% of incoming freshmen during orientation demonstrated learned knowledge of financial aid services, policies, and procedures.
Notes: August, 2015

academic progress review policy was conducted during the Fall 2015 freshmen orientation. 94 of the freshmen students completed the survey regarding the presentation. From the perception of these 94 incoming freshmen, 80% provided their perception that they were satisfied and had gained knowledge about financial aid services and policies. (07/18/2016)

Related Documents:

[FAO 101 Syllabus](#)

[FAO Fall 2015 Orientation](#)

[FAO Orientation Presentation](#)

more practical to do a survey rather conducting a more reliable assessment method like pre and post tests/quizzes to a closed group. If the upcoming Fall 2016 orientation can be organized into smaller groups to allow for pre and post tests, a more reliable result could be achieved. (07/18/2016)

Survey - With emphasis on measures of student success, 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 testify that they had gained knowledge on Satisfactory Academic Progress policy.

Reporting Period: 2015 - 2016

Target Met: Yes

A presentation on Satisfactory Academic Progress (SAP) policy was provided to students at the beginning of Spring 2016 semester. A total of 249 managed to complete the survey provided at the end of the session. 239 or 96% of these students shared in their survey that they had gained knowledge about the satisfactory academic progress policy. (07/18/2016)

Related Documents:

[FAO SAP Survey Results](#)

Improvement: There is a need to give the same presentation on SAP policy in both semesters. Beginning of both Fall and Spring semester will be ideal as to provide chances for incoming new and returning students to be aware of such policies or updates. Plans:

First week of instruction in Fall 2016 (during pre-application for work-study).

First week of instruction in Spring 2017 (during pre-application for work-study)

Justification:

It has been through practical experience by FAO staff that participation rate in the workshops can be relatively raised by using work-study as a lure for participation. (07/18/2016)

2015-2016 FAO Outcome 3 - To promote or foster student success as measured by eligible students being able to correctly complete FAFSA application.

Descriptive Statistics - Individual hands on online FAFSA sessions to eligible students and review of all paper FAFSA applications from high school seniors to ensure continuous

Reporting Period: 2015 - 2016

Target Met: No

An annual outreach activity which is FAFSA filling session was carried out to all public and private high schools around Pohnpei. The main purpose of the activity was to assist high

Improvement: One confusion that needs to be addressed is the misunderstanding that FAFSA 2016-2017 filled out at the high school will cover summer 2016.

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<p>AUO Status: Active PSLO Assessment Cycle: 2015 - 2016 Start Date: 07/02/2015</p>	<p>quality improvement. Target: 60% reduction in correction at the end of the school year. Notes: By August, 2016</p>	<p>school seniors who were potential college freshmen in filling out their FAFSA. Another purpose is to help reduce the number of corrections during processing of Pell awards by 60%. From professional observation during processing of awards, the number of corrections was not reduced and resulted in the delaying of Pell awards during Fall 2015. (07/18/2016)</p>	<p>FAO staff needs to make it clear to the high school seniors through the high school counselors and school principals that for those who wish to enroll in summer will have to fill out FAFSA for the current year as summer is included as the last part of each school year. FAO will be taking further steps in improving such loop by providing direct assistance and inputting of FAFSA through Financial Aid Administrators (FAA) across online during summer sessions (07/18/2016)</p>
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2015-2016 FAO Outcome 4 - To promote or foster student success as measured by the accountability of the SEG Work-Study program to ensure eligible students are able to utilize the SEG Work-Study Program.
AUO Status: Active
PSLO Assessment Cycle: 2015 - 2016
Start Date: 07/02/2015

Exam/Quiz - Pre-Post - Conduct SEG Work-Study workshops at the beginning of each semester on policies, regulations, and procedures of the SEG Work-Study program to emphasize accountability.
Target: 80% of eligible students will gain knowledge about the work-study program and its procedures.
Notes: August, 2015 and January, 2015

Reporting Period: 2015 - 2016
Target Met: No
 Two work-study workshops were conducted to work-study students at the beginning of Fall 2015 and Spring 2016. During the workshops, the students were introduced to the policies, regulations and procedures of the Work-Study Program. Those who attended were given pre and post-tests to test and compare their knowledge gained from the attending the workshop. With a passing score of 86%, both results from the two workshops illustrated that less than 80% of those who participated in both the workshops scored the passing score. Therefore, it can be inferred that not 80% gained knowledge about the work-study program and its procedures. (07/18/2016)
Related Documents:
[Work-Study Workshop Results](#)
[Work-Study Workshop Results](#)

Improvement: While the results indicate that the learning outcome of the workshop was not met, it was also observable that several students did not attempt to complete and submit the pre and/or post tests as required while several other students came in to the workshop late may have contributed to low passing scores. In order for a much reliable result the workshop has to be conducted in a more controlled setting where late comers will not be accepted into the workshop. This way a more reliable and accurate result can be obtained.
 At the moment, assessment of work-study program is only at the National campus. Assessment is to be extended to all other campuses. Activities and workshops are to be synchronized

with all state campuses. Work-Study workshops, handouts, forms and assessment tools used must be the same throughout all campuses. Work-Study Coordinator will be working closely with IRPO in establishing data collecting links so that data can be obtained from all campuses and to provide college wide assessment of the work-study activities. (07/18/2016)

Follow-Up: Several work-study forms have been uploaded onto the Financial Aid website and are ready for use by all campuses. This can be seen by going to this URL link:

<http://www.comfsm.fm/?q=finan>

Survey - Provide at least one job seeking skills presentation to work-study students to emphasize accountability.
Target: 80% of those who attended the presentation perceive knowledge about job seeking skills.
Notes: November, 2015 or May 2016

Reporting Period: 2015 - 2016
Target Met: No
 No workshop was conducted during both semesters in 2015-2106. (07/18/2016)

Improvement: This is a big gap that needs to be addressed in the Work-Study Program so that students can have an opportunity to seek into their future career starting right from the work-study program.
 Strategic plan:
 To collaborate with counseling office or human resources to work on organizing at least one job seeking related workshop for work-study students.
 This is to be done either in Fall 2016 or in Spring 2017.
 (07/18/2016)

Follow-Up: Work-Study Coordinator, Tetaake Yee Ting and Counselor, Nixon Sosua met and discussed on a collaborative effort

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in organizing one job seeking workshop during Fall 2016.
Output: Workshop on Resume Writing will be conducted on October 7, 2016 in conjunction with Resida Keller, Faculty. (07/18/2016)