



## C - EMSS - 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><b>2016-2017 FAO Outcome 1</b> - To enhance students success, office staff will aim to award more than 95% of COM-FSM eligible student's financial aid (Pell Grant) by end of December 2016 and by end of June 2017.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 09/05/2016</p>	<p><b>Descriptive Statistics</b> - Monthly Report beginning September 2016 should began to capture and reflect the actual progress of students Pell Grant award. December 2016 monthly report and June 2017 monthly report are the two assessment tools that will provide clear indication whether the outcome 1 is attained or not.</p> <p><b>Target:</b> 99% of eligible students who enrolled in SY 2016-2017 will receive Pell grant award by the end of the month of each semester.</p> <p><b>Notes:</b> Processing of awards will commence by August 2016</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No</p> <p>As of July 31 update, the overall computation of the total Pell award vs. total Pell recipient for fall 2016 is 95%. However three campuses did not reach the 95% minimum benchmark. Detail breakdown is shown below.            Fall 2016 - National 864/834 = 97%; Chuuk 233/216 = 93%; Yap 140/140 =100%; Pohnpei 580/544 = 94%; Kosrae143/135 = 94%</p> <p>For fall 2016 outcome, only Yap Campus and National Campus reached the 95% minimum benchmark. Pohnpei and Kosrae Campus are 1 percent below the 95% mark and Chuuk Campus is 2% short of the fall semester outcome.</p> <p>Overall, the combine Pell award vs. Pell recipient is for spring 2017 is 96%. However, one campus did not meet the 95% minimum benchmark. Detail breakdown is shown below.            Spring 2017 - National 794/761= 96%; Chuuk 191/186 = 97%; Yap 119/119 = 100%; Pohnpei 444/420 = 95%; Kosrae 103/93 = 90%. Only Kosrae Campus Pell award did not meet the 95% outcome.</p> <p>Overall, the combine Pell award vs. pell recipient for the summer is 98%. However, Kosrae Campus continued to miss the 95% minimum threshold.            Summer 2017 - National 168/168 = 100%; Chuuk 78/78 = 100%; Yap 60/ 60 = 100%; Pohnpei 127/127 =</p>	<p><b>Improvement:</b> Reassigning of national campus staff responsible of processing state campuses' students financial aid documents, improve monitoring of each campus monthly report on Pell document processing, require state campus staff to conduct at least one financial aid workshop at their campus (08/07/2017)</p> <p><b>Follow-Up:</b> Fall 2017 data to be inputted in the trackdat, and toward the end of May Spring 2018 data be inputted, and end of July summer and overall data be updated and inputted in the system (12/18/2017)</p>

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
		<p>100%; Kosrae 85/73 = 86%. The result of outcome 1 poses challenges in determining whether FAO meets the outcome or not. Overall, the answer is "Yes". However, because during the reporting period (fall 2016) three campuses did not meet the outcome, (spring 2017 and summer 2017) one campus did not meet the outcome, I decided to indicate that FAO did not meet the target.</p> <p>(07/25/2017)</p>	
<p><b>2016-2017 FAO Outcome 2</b> - To promote and foster student success new participants will demonstrate knowledge of available financial aid programs and services at the College of Micronesia-FSM</p> <p><b>AUO Status:</b> Active</p> <p><b>AUO Assessment Cycle:</b> 2016 - 2017</p> <p><b>Start Date:</b> 09/05/2016</p>	<p><b>Survey</b> - Two financial aid presentations on financial aid services, policies, and procedures to be coordinated with and conducted for the various COM-FSM students cultural groups. One presentation to each cultural groups will commence in September 2016 and another one to commence in March 2017.</p> <p><b>Target:</b> 70% of financial aid participants will be able to score 70% and above on the survey to be distributed after the financial aid presentation.</p> <p><b>Notes:</b> Fall semester, presentation to start September 2016 and spring semester, presentation to start April 2017.</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> No</p> <p>Eight Financial Aid presentations were conducted to eight cultural groups and subgroups. Results from the survey showed that the 70% was not met on FAFSA section, and the SAP section. The other section in the survey which aim to capture student satisfaction on the services provided by the office met the 70% target. (07/25/2017)</p>	<p><b>Improvement:</b> Re-evaluate and clarify the office goal between teaching students the knowledge of filing the FAFSA and the need to award the student his/her Pell Grant on time. Focus the presentation and its assessment on one specific area of financial aid services. For example, if it is about filing the FAFSA, the presentation should be totally about filing the fafsa and should not include the Satisfactory Academic Progress, and student satisfaction about the services provided by the office</p> <p>(07/25/2017)</p>
	<p><b>Survey</b> - 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.</p> <p><b>Target:</b> 80% of those attended the workshops will testify that they had gained knowledge on Satisfactory Academic Progress policy.</p>		

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<p><b>2016-2017 Outcome FAO 3</b> - To enrich students learning experience through the Work-Study Program, students and host agencies supervisors will indicate high level of satisfaction from utilizing the program.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 11/11/2016</p>	<p><b>Survey</b> - From employer exit survey and student survey of employer, both parties will indicate positive level of satisfaction from the project assigned to the student. Similarly, student will indicate high level of satisfaction based from his work experience from the host agency</p> <p><b>Target:</b> At least 70% of work-study students receive positive rating from host agencies' supervisor and 70% of work-study students rated their host agencies with positive level of satisfaction</p> <p><b>Notes:</b> Two surveys will be used to provide a complete reflection of the outcome.</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  The result of both surveys indicated a positive rating from both work-study participants and host agencies' supervisors (07/25/2017)</p>	<p><b>Improvement:</b> Split the strategies into two, one strategy for the students and one for the supervisors so that it is clear (07/25/2017)</p>
<p><b>2016-2017 FAO Outcome 4</b> - To promote or foster student success as measured by eligible students being able to correctly complete FAFSA application.</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 07/02/2015</p>	<p><b>Descriptive Statistics</b> - Individual hands on online FAFSA sessions to eligible students and review of all paper FAFSA applications from high school seniors to ensure continuous quality improvement.</p> <p><b>Target:</b> 25% reduction in correction at the end of the school year.</p> <p><b>Notes:</b> Through out the school year</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> No  The outcome was not clear, for example the term "eligible students" is too broad. It is nearly impossible for office staff to visit all the high schools in Micronesia and help high school seniors with their FAFSA Application. The geographical remoteness of the high schools poses another challenge. The last challenge is that there was no baseline data to make comparison. This leads to the refinement and revision of the outcome to be doable. (07/19/2017)</p>	<p><b>Improvement:</b> Revise the outcome and strategies to be manageable, doable, and clear by narrowing the outcome to two high schools in Pohnpei. Baseline data -will be established for the 2017-2018 outcome and serves as basis of comparison to the subsequent years. (07/19/2017)</p>