

Assessment: Administrative Unit Four Column



2022-2023 Annual Assessment Plan: FAO

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.

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
<p>2022-2023 EMSS FAO Outcome 1 - Title IV Administration: - (College-Wide) Financial Aid Office (FAO) will award 100% of COM-FSM Pell eligible students in a timely manner to student support learning. AUO Status: Active AUO Assessment Cycle: 2022 - 2023 Start Date: 09/01/2022</p>	<p>Descriptive Statistics - Assessment Strategy 1.1 Reach out to students during orientation and registration and provide financial aid presentation and information sharing about Title IV Program so students will understand to complete FAFSA and submit required documents on time Target: 100% of Pell eligible students who completed and submitted their financial aid documents on time will be awarded</p>		
	<p>Descriptive Statistics - Assessment Strategy 1.2. Office staff will contact the remaining Pell eligible students who did not attend the earlier office presentations to assist them complete and submit all required documents. Target: 100% of the remaining Pell eligible students who did not attend previous office presentation will</p>		

complete and submit required documents and receive their Pell Grant awards.

Descriptive Statistics - Assessment Strategy 1.3 National Campus staff to use Federal Student Aid systems to originate & disburse, transmit and download students' Pell records to award Pell grant to eligible students with no unsubstantiated amount reported by the US Department of Education by the end of 2022-2023 award year.

Target: 100% of completed records disbursed and awarded with no reported year-to-date unsubstantiated amount at the end of the 2021-2022 school year.

2022-2023 EMSS FAO Outcome 2 - (National Campus) Students perceptions and satisfaction on programs and services provided: -

Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students received financial aid needed to pay for educational supplies and resources.

AUO Status: Active

AUO Assessment Cycle: 2022 - 2023

Start Date: 09/01/2022

Inactive Date: 08/31/2023

Survey - Assessment Strategy 2.1 Process financial aid awards in a timely-manner (shortened turn-around period) to ensure students receive financial aid needed to pay for educational supplies and resources.

Target: 90 % of students completing the survey will indicate positive perception on the accuracy of the awards received from the processing of award by financial aid office.

Survey - Assessment Strategy 2.2. Provide easy-access to all required financial aid forms and information including promissory note to ensure easy access to financial aid materials to all students.

Target: 90% of students who completed the survey will indicate positive satisfaction on financial aid

information accessibility and ease of obtaining forms and other relevant financial aid information.

Notes: Director of FAO to continue work with the Director of IT to obtain students email accounts and set up FAO survey on google workspace.

2022-2023 EMSS FAO Outcome 3 - SEG Work-Study Program - College-Wide) Students shall exhibit and/or acquired transferred job skills and experience, demonstrate knowledge and/or awareness about the work-study programs including its requirements for and processes involved.

AUO Status: Active

AUO Assessment Cycle: 2022 - 2023

Start Date: 09/01/2022

Inactive Date: 08/31/2023

Survey - Assessment Strategy 3.1 (College-wide) Work-Study Coordinator, assisted by Financial Aid staff from the state campuses to oversee effective administration of the program at their locations. For example timeliness of workshops conducted, applicants placement, and participants received compensations in timely manner.

Target: 85% positive rating of the administration of the Work-Study at all campuses from students' perspective and their supervisors that the work-study is worthwhile.

Exam/Quiz - Standardized -

Assessment Strategy 3.2. Conduct SEG Work-Study workshops in August 2022 and January 2023 with focus on policies and regulations including procedures relating to the program with emphasis on accountability.

Target: 85% of the participants who took the quiz at the end of the workshops administered based on the Work-Study Coordinator's presentation on policies, procedures and program expectations will score at least 80%.

Descriptive Statistics - Assessment Strategy 3.3 Processing SEG Work Study Payroll on timely manner so students receive their compensation and able to report to their work site on regular basis.

Target: 100% of received work-study time sheets received on every due date will be processed and entered on the payroll for issuing of work-study pay checks to students in a timely manner.

2022-2023 EMSS FAO Outcome 4 - Financial Aid Literacy - National Campus) To extend financial aid literacy on financial aid policies and procedures to the College community.

AUO Status: Active

AUO Assessment Cycle: 2022 - 2023

Start Date: 09/01/2022

Inactive Date: 08/31/2023

Descriptive Statistics - Assessment Strategy 4.1 Collaborate with college counselors and academic advisors especially in terms of using financial aid data (or information) including awareness of financial aid eligibility requirements to inform effective academic advising.

Target: At least 85% of academic advisors indicate that they have learned more about the financial aid aspect of students progress which will help them in their advising sessions/meetings with their advisees.

Descriptive Statistics - Assessment Strategy 4.2. Provide training to counselors and other Enrollment Management and Student Services (EMSS) staff on satisfactory academic progress, financial aid appeal and other relevant policies to help improve knowledge on financial aid issues.

Target: 100% of college counselors and other EMSS staff will pass a practical test after participating in

*Administrative Unit
Outcomes*

Assessment Strategies

the training on financial aid topics
such as satisfactory academic
progress, appeal and relevant
policies and procedures.

Results

Improvements