

Assessment: Administrative Unit Four Column



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>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>Reporting Period: 2022 - 2023 Target Met: Yes 100% of Students that submitted documents for both Fall 2022 and Spring 2023 were awarded Pell Grant (07/18/2023) Improvement Plan: To maintain the level of achievement Financial Aid will continue not to entertain submission of incomplete package by students. Student must submit ALL required documents in one package.</p>	<p>Improvement: Financial Aid had set up and implemented protocol for receiving documents. Students must submit ALL required documents in one package. Any incomplete package will not be accepted. This had helped facilitate the awarding process. (07/18/2023)</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 that complete and submit required documents will receive their Pell</p>	<p>Reporting Period: 2022 - 2023 Target Met: Yes 100% of Students that submitted documents were awarded Pell Grant. (07/18/2023) Improvement Plan: Even though the target was met, Financial Aid will seek further ways to reduce after end of semester awarding.</p>	<p>Improvement: One phone unit at Financial Aid Office was enabled to call out cellular phones in order to reach out to students and extend financial aid services. Additionally, two cellular phones were purchased and assigned for use by two Financial Aid employees to carry out similar tasks and other necessary financial aid tasks. (07/18/2023)</p>

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	<p>Grant awards.</p> <p>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.</p> <p>Target: 100% of completed records disbursed and awarded with no reported year-to-date unsubstantiated amount at the end of the 2022-2023 school year.</p>	<p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>Year-to-date disbursement report from Financial Aid EDEXpress system matches with that of COM-FSM SIS and US Department of Education COD system with clear and no unsubstantiated amount reported by the COD system as of May 31, 2023. (07/18/2023)</p> <p>Improvement Plan: Financial Aid office will continue to work in collaboration with business office to reconcile disbursement and awards records.</p>	<p>Follow-Up: One of the purchased cellular phones became non functional after several months of use due to security and accessibility issues. IT services had tried to fixed the problems but could not succeed. (07/18/2023)</p> <p>Improvement: Financial Aid office will continue to work in collaboration with business office to reconcile disbursement and awards records. (07/18/2023)</p>
<p>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.</p> <p>AUO Status: Active</p> <p>AUO Assessment Cycle: 2022 - 2023</p> <p>Start Date: 09/01/2022</p> <p>Inactive Date: 08/31/2023</p>	<p>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.</p> <p>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.</p>	<p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>From the collected satisfaction survey during the 2022-2023 school year a total of 123 students completed the survey. Out of the 123 students completed the survey 115 (94%) strongly agree or agree that awards were delivered accurately and professionally. (07/20/2023)</p> <p>Improvement Plan: Even though the target was met and the response rate increased a bit as compared to 2021-2022 for this outcome, Financial Aid will continue to lure more students to complete the survey. Perhaps student may be required to complete the survey after getting Pell Grant refunds.</p>	<p>Improvement: More and more students became aware of where to locate the survey forms to complete and submit at financial aid office. (07/20/2023)</p>
	<p>Survey - Assessment Strategy 2.2. Provide easy-access to all required financial aid forms and information</p>	<p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>From the collected satisfaction survey during the 2022-2023</p>	<p>Improvement: Financial Aid staff have noticed a number of students have been able to access</p>

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	<p>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.</p>	<p>school year a total of 123 students completed the survey. Out of the 123 students completed the survey 116 (94%) strongly agree or agree that financial aid forms were always available and easily accessed. (07/25/2023) Improvement Plan: Financial Aid will continue to update all online forms on a timely manner mainly before the beginning of every Fall semester. Any update required will be made online through the assistance of IT office.</p>	<p>and print out financial aid forms in which they completed and submitted to financial aid office. (07/25/2023)</p>
<p>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</p>	<p>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.</p>	<p>Reporting Period: 2022 - 2023 Target Met: Yes In Fall 2022 semester, out of the 207 who completed the exit survey, a total of 197 (95%) strongly agree and agree that the work-study is worthwhile. In Spring 2023, out of the 151 who completed the exit survey, a total of 142 (94%) strongly agree and agree that the work-study is worthwhile. Target was met for both Fall 2022 and Spring 2023 (07/25/2023) Improvement Plan: To maintain and sustain the level of accomplishment the same outcome and strategies will be used again in the 2023-2024 assessment cycle.</p>	<p>Improvement: Continued number of graduated work-study students have become regular employees at their work-study sites. These now include several work-study students being hired as special contract employees at the college. (07/25/2023)</p>
	<p>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.</p>	<p>Reporting Period: 2022 - 2023 Target Met: Yes During Fall 2022 August work-study workshop on policies and regulations of the work-study program, 78 new students participated in the workshop. Out of these 78 new students, 78 (100%) scored at least 80% on the quiz based on the information presented during the workshop.</p>	<p>Improvement: Increasingly utilizing financial aid virtual office, communication through various means such as zoom, email and social media. Several students have started making use of the COM-FSM online Helpdesk. (07/25/2023)</p>

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	<p>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%.</p> <p>Survey - 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.</p> <p>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.</p>	<p>During Spring 2023 January work-study workshop on policies and regulations of the work-study program, 52 new students participated in the workshop. Out of these 52 new students, 52 (100%) scored at least 80% on the quiz based on the information presented during the workshop.</p> <p>Target met for both Fall 2022 and Spring 2023 semester (07/25/2023)</p> <p>Improvement Plan: Even though the target was met, awareness for the program to new students needs improvement. Announcement for work-study opening should be posted again around campus instead of just on the COM-FSM newsfeed.</p> <p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>From the collected satisfaction survey during the 2022-2023 school year a total of 123 students completed the survey. Out of the 123 students completed the survey 123 (100%) strongly agree or agree that financial aid services and awards were delivered accurately and professionally. (07/25/2023)</p> <p>Improvement Plan: The survey question need to be revised to properly address the specific outcomes in place.</p>	<p>Improvement: Beginning in Spring 2023, work-Study students are now required to have a bank account in order to have their pay checks directly deposited. This has eased and removed the hassle of waiting in line to pick pay checks during pay day.</p> <p>(07/25/2023)</p>
<p>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.</p> <p>AUO Status: Active</p> <p>AUO Assessment Cycle: 2022 - 2023</p> <p>Start Date: 09/01/2022</p> <p>Inactive Date: 08/31/2023</p>	<p>Presentation/Performance - 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.</p> <p>Target: At least 85% of academic advisors indicate that they have learned more about the financial aid aspect of students progress which</p>	<p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>Financial Aid presentation on satisfactory academic progress review had become a required presentation during the faculty workshops at the beginning of each regular semester, fall and spring. The workshops were done in a zoom meeting setting where Q&A sessions were conducted after the presentations. The exchange of information and ideas among 100% of faculty members that attended the presentation indicated their gained understanding on financial aid office policy on reviewing students' academic progress based on established federal regulations. Several questions were answered and misunderstandings were</p>	<p>Improvement: In Spring 2023, several academic advisors had already incorporated financial aid satisfactory academic progress (SAP) review into their advising regime as they made frequent calls to financial aid office during registration to confirm the financial aid status for their advisees. The financial aid implications of changing majors, withdrawing classes and taking</p>

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	<p>will help them in their advising sessions/meetings with their advisees.</p> <p>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.</p> <p>Target: 100% of college counselors and other EMSS staff will pass a practical test after participating in the training on financial aid topics such as satisfactory academic progress, appeal and relevant policies and procedures.</p>	<p>clarified until the presentation ended with no more question from the faculty members. (07/26/2023)</p> <p>Improvement Plan: This presentation should be maintained as there may be more new faculty members to be hired every semester.</p> <p>Reporting Period: 2022 - 2023</p> <p>Target Met: Yes</p> <p>During Spring 2023, refreshers training on Satisfactory Academic Progress (SAP) review was conducted to counselors and several other EMSS staff from other campuses. In total, ten EMSS staff participated in the training.</p> <p>At the end of the training, a practical hands-on exercise was done followed by a short practical test on how to do a SAP review on a student's academic record. 100% who participated passed the practical test. (07/26/2023)</p> <p>Improvement Plan: This training is essential to EMSS especially with counseling and advising. Therefore, this training should be done every as there can be updates from time to time regarding federal financial aid policies from the US Department of Education.</p>	<p>classes not required for graduation have been understood. (07/26/2023)</p> <p>Improvement: Since several EMSS employees are no longer with the college, new staff have been hired under regular contracts as well as special contracts at the state campuses. The training became an essential orientation to them. (07/26/2023)</p>