

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>2023-2024 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.</p> <p>AUO Assessment Cycle: 2023 - 2024</p> <p>Start Date: 08/01/2023</p>	<p>Descriptive Statistics - 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</p> <p>Target: 100% of Pell eligible students who completed and submitted their financial aid documents on time will be awarded.</p>		
	<p>Descriptive Statistics - 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.</p> <p>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 Grant awards.</p>		
	<p>Descriptive Statistics - 1.3 National</p>		

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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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 2023-2024 award year.
Target: 100% of completed records disbursed and awarded with no reported year-to-date unsubstantiated amount at the end of the 2023-2024 school year.

2023-2024 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 Assessment Cycle: 2023 - 2024
Start Date: 08/01/2023

Survey - 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 - 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.

2023-2024 EMSS FAO Outcome 3 - SEG Work-Study Program - (College-

Survey - 3.1 (College-wide) Work-Study Coordinator, assisted by

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<p>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.</p> <p>AUO Assessment Cycle: 2023 - 2024 Start Date: 08/01/2023</p>	<p>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 as justification that the work-study is worthwhile.</p> <p>Target: 85% positive rating of the administration of the Work-Study at all campuses from students' perspective that the work-study is worthwhile.</p> <p>Exam/Quiz - Standardized - 3.2. Conduct SEG Work-Study workshops in August 2023 and January 2024 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%.</p> <p>Survey - 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.</p>		

*Administrative Unit
Outcomes*

Assessment Strategies

Results

Improvements

2023-2024 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 Assessment Cycle: 2023 - 2024
Start Date: 08/01/2023

Presentation/Performance - 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.

Exam/Quiz - Standardized - 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 the training on financial aid topics such as satisfactory academic progress, appeal and relevant policies and procedures