

Student Services Area

Financial Services

2003-2004

GOAL 1. Computerized packaging process for Title IV funds.

Objective	Assessment Criteria	Responsibility	Timeline	Resources	TVCC Goal
<p>1. Meet with outside vendors and other higher education institutions to assess available software programs and procedures for electronic financial aid packaging. Must coordinate evaluation with business office and computer center.</p> <p>2. Provide system-wide access to individual student records no matter what stage they are in the packaging process.</p>	<p>Rating each software package and vendor services for compatibility with current TVCC system. This objective will be measured through Administrative evaluation.</p>	<p>Director of Student Financial Services and Vice President of Student Services</p>	<p>2003 – 2004 school year</p>	<p>Funds for software and possible equipment upgrades.</p>	<p>#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.</p>

✓ Results of Assessment

Describe Impact of Assessment Findings

Fully Attained	
Partially Attained	Chose to use the Department of Education's EDEXpress packaging program. Will begin using in the Spring of 2004 for the 2004-2005 financial aid year. Upgraded two computers to more efficiently handle the financial aid programs.
Not attained	

GOAL 2. Implement paperless record-keeping of financial aid office.

Objective	Assessment Criteria	Responsibility	Timeline	Resources	TVCC Goal
<p>1. Meet with several consultants to evaluate current record-keeping system and determine what is needed to move toward a paperless office.</p> <p>2. Conduct campus visits to other student services offices who have converted to paperless systems.</p> <p>3. Coordinate compatibility with other TVCC departments with similar needs.</p>	The objectives will be measured through Administrative evaluation.	Director of Student Financial Services and Vice President of Student Services	2003 – 2004 school year	Funds for software and possible equipment upgrades.	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓ Results of Assessment Describe Impact of Assessment Findings

Fully Attained	
Partially Attained	Purchased IMAGE Now software from Perceptive Vision, Inc. Will implement program in the Fall 2005 semester.
Not attained	

GOAL 3. Automate loan application, calculation and distribution of funds.

Objective	Assessment Criteria	Responsibility	Timeline	Resources	TVCC Goal
1. Decrease errors created by paper applications. 2. Contact our Texas Guaranteed Student Loan Corporation representative to obtain the required software and to provide training. 3. Decrease waiting time for students to receive funds. 4. Update TVCC website to include explanation of loan procedures.	The objectives will be measured through Administrative evaluation.	Director of Student Financial Services and Vice President of Student Services	2003 – 2004 school year	Training time for Financial Aid Personnel..	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓ **Results of Assessment** **Describe Impact of Assessment Findings**

Fully Attained	All loan applications are received through the Texas Guaranteed Student Loan Corporation's Loans by Web program.
Partially Attained	
Not attained	

GOAL 4. Increase office staff to better serve students in a timelier manner.

Objective	Assessment Criteria	Responsibility	Timeline	Resources	TVCC Goal
1. Improve efficiency of financial aid processing. 2. Improve efficiency of communications between the Financial Aid office and aid applicants.	These objectives will be measured by the addition of personnel. They will also be measured through Administrative evaluation.	Director of Student Financial Services and Vice President of Student Services	2003 – 2004 school year	Funds for additional staff members. Funds to equip office for new staff members.	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓ **Results of Assessment** **Describe Impact of Assessment Findings**

Fully Attained	
Partially Attained	Hired a Loan Coordinator and a part-time receptionist. Unable to hire additional Financial Aid Assistant yet.
Not attained	

GOAL 5 Update website to a more user-friendly format.

Objective	Assessment Criteria	Responsibility	Timeline	Resources	TVCC Goal
1. Increase student awareness and understanding of financial aid process. 2. Expedite the financial aid application process for students. 3. Clarify eligibility requirements.	This objective will be measured through written evaluation by administration, faculty and students (by survey).	Director of Student Financial Services and Web Designer	2003 – 2004 school year	Funds for overload pay for web designer	#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

✓ Results of Assessment Describe Impact of Assessment Findings

Fully Attained	
Partially Attained	Updated forms and applications to current year information. Unable to revise other information yet.
Not attained	